



Transforming Parents' Lives. Improving Children's Futures.

Vice President of Supportive Services

Summary/objective:

The Vice President of Supportive Services sets the vision, determines goals, and oversees all aspects of the self-sufficiency supportive services for Warren Village. Working closely with the CEO, Executive Team, and Family Services leadership staff, this position is integral to the quality and growth of services. The position is charged with ensuring that the quality and equity-minded service provisions across all current and future sites are aligned with the Mobility Mentoring® framework, yet differentiated to meet the needs of the populations and program requirements at each site. A key component of the role will also be to ensure ongoing program quality and center the use of data to drive progress. The position will ensure all supportive services are informed by current best practices and research to move families towards self-sufficiency. Specifically, the position will lead the development of the “permanent supportive housing/housing first” model at Warren Village’s forthcoming campus and help position Warren Village as a thought leader in the realm of “Two-Generation” housing-embedded supportive services. Mission-aligned partnership development will be a critical element of the work as our organization continues to grow and utilize expert partnerships. The housing-embedded supportive services model will vary across sites (transitional housing, permanent supportive house, teen-parent support services). Collective supportive services budgets will be over \$3M once the fourth facility opens.

Warren Village recognizes that our backgrounds are broad and our talents are many, from different lived experiences. We value and leverage our differences to encompass and reflect the communities we serve. We align our policies, practices and resources so that people of all races, cultures, identities and socioeconomic status may feel valued and respected.

Essential Functions and Responsibilities:

- Direct, or indirect, leadership of approximately 15 program staff plus 5 to 10 social work interns, with expected staff growth once the fourth facility opens.
- Supportive services will cover four locations in the metro area as 2024-25, with potential for growth beyond.
- Ensure supportive services are appropriately delivered to 200-300 families at any one time (four sites plus alumni families).
- Direct report staff will represent critical areas such as housing stability, workforce development & college attainment, special programs, mental health, youth, alumni services, and data and evaluation.
- Monitor existing supportive services programs and the equitable and impactful delivery of these services to residents & alumni of Warren Village across four sites (includes development of new programs and services as needed; includes integration of housing & supportive services functions).
- Design, initiate and ensure effective planning and ultimate implementation of supportive services and staffing at the future Warren Village at Alameda campus, including service coordination, communication, and training with contracted property management company; development of permanent supportive housing methods; and selection of service partners for the new campus.

- Serve as a strategic leader on the Warren Village Executive Leadership Team.
- Ensure effective communication and strong group dynamics within the team and between departments. Lead restorative conversations, staff accountability, and aid in conflict resolution as needed in alignment with equity goals and trauma-informed principles (includes achieving effective communication across four sites; includes ongoing use of staff feedback survey results; includes a strong focus on equity and inclusivity in communications across departments).
- Continually measure quality outcomes in alignment with the Warren Village Strategic Framework and other program evaluation tools to ensure ongoing quality improvement (includes a comprehensive review of, and adjustment to, all current (FY24) supportive services goals, indicators and targets; includes actively and strategically setting departmental goals/indicators on an annual basis; includes consideration and application of the 2018 Program Quality Review results).
- Ensure the use of trauma-informed care practices and centering of racial equity throughout all supportive services and staff hiring/onboarding processes, collaborating with Equity & Inclusion Program Manager as needed.
- Center the voices of those we serve, with equity and inclusivity always top of mind, alongside accountability to program participation.
- Own the future vision and strategy for evolving services to families; maintain external awareness of relevant, cutting-edge research and evidence to ensure practices are innovative and best in class. This covers all areas of alumni services, housing stability, workforce and career development, mental health, and youth services across all sites.
- Organize ongoing professional development and training of staff to successfully fulfill our mission.
- Review the outcomes of the Family Services Change Management process (spring to fall 2023), assess changes made and consider staffing model adjustments as the organization grows in size and impact.
- Lead the review of in-person and remote service modalities and work arrangements starting with the existing summaries and identify needed changes to achieve equity principles and outcomes.
- Actively partner with Early Learning Center leadership staff to achieve true and integrated two generation model impact.
- Research viability of Medicaid funding as an ongoing source of funding for any/all supportive services functions (includes viability and alignment with Mobility Mentoring).
- Develop and adhere to the supportive services departmental budget, with direct input and oversight of the all program services budgets.
- Serve as the primary liaison/representative of Warren Village supportive services with external agencies and organizations contributing to Warren Village's mission.
- Assess all current service-based partnerships, make recommendations, and cultivate new mission-aligned partnerships to improve the quality and reach of services.
- Participate in community activities, thought partnership work, and events as a representative of Warren Village through speaking engagements, workshop presentations, and campus tours.
- Engage directly with members of the Board of Trustees and relevant board committees as needed focused on programs and quality.
- Ensure that all governmental and regulatory reporting requirements are accurate, timely, and maintained in accordance with government /agency regulations.
- In conjunction with the Gilpin campus Housing Manager and relevant property management companies, uphold and enforce the boundaries between legal housing laws/requirements and service work with residents.
- Work collaboratively with Volunteer Coordinator and Community Engagement Coordinator to ensure the efficient utilization of volunteers across all sites to expand the reach of staff.
- Engage as needed with fundraising efforts (private and government).
- Support Warren Village's community education and advocacy efforts as needed.

Other duties as assigned.

Competencies:

- Strong belief in the principles of diversity, equity and inclusivity and the wisdom of lived experience
- Strong and differentiated communication capacity with a foundation of “Compassionate Directness”
- Seeks and embraces innovation.
- Sees no substitute for collaboration.
- Relentless pursuit of quality and uses outcomes to improve quality in all aspects.
- Desires, drives, and develops efficiencies in service practice and habits.
- Willingness to give and receive cross-team feedback; sees value in all perspectives and the power of team accountability.
- Ability to forge professional working relationships with clients in an empathetic, respectful, and non-judgmental way.
- Unwavering commitment to Warren Village’s mission and culture.
- Detail-oriented, organized, self-motivated and independent with accuracy under limited supervision
- Strong integrity, discretion, and ability to maintain confidentiality.
- Demonstrated presentation skills with ability to speak and communicate effectively.
- Strong communication skills, both oral and written.
- Ability to relate to and work with diverse groups.
- Work style encourages individual creativity, collaboration, teamwork and professional accountability.
- Technology systems aptitude. Demonstrated proficiency of Microsoft Office products.
- Demonstrated analytical and problem-solving capabilities, particularly in stressful environments.
- Ability to work occasional night and weekend hours within the work week.

Minimum Qualifications:

- Master’s degree (MA), in Social Work or closely related field (*Education substitute: 2-years of related experience for one year of education*).
- Five years of successful supervisory, leadership and management experience within a department/team of comparable size.
- Eight years progressive experience in program development and evaluation working with low-income, diverse populations and supervision of staff.
- Broad housing-embedded supportive services experience/knowledge including a range of models inclusive of permanent supportive housing/housing first.
- Experience with government reimbursement structures (e.g. Medicaid)

Preferred education and/or experience:

Additional eligibility requirements (Certifications, Licenses, etc.):

Work Environment:

The working environment is that of a typical office setting. The employee is occasionally exposed to moving mechanical parts with regards to filing cabinets, printers and computers, etc. The noise level in the work environment is usually quiet to moderate.

Physical Demands:

While performing the responsibilities of the VP of Supportive Services job, the employee is required to talk and hear. The employee is often required to sit and consistently use their hands and fingers, to handle or feel. The employee is occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch, or crawl. The vision abilities required for this job include close vision. Reasonable accommodations are made where possible to enable individuals to perform job functions.

Salary & Benefits: \$110,000 to \$140,000 DOE

Attractive benefits package, including generous paid time off (sick/vacation days) and 12 holidays. One-week closure in both winter and summer (paid outside of PTO). Matching employer 403(b) plan. Comprehensive and affordable medical, dental and vision plans for employee and dependents. Virtual telemedicine program. Voluntary supplemental Short-Term Disability and other similar benefits. Plus, company paid life and long-term disability insurance paid and Employee Assistance Program. FSA and HSA accounts. Comprehensive paid leave plans. Professional development and tuition reimbursement opportunities. Discounted Early Learning services available.

To Apply: Interested candidates should submit resume and cover letter (as separate PDF attachments) to careers@warrenvillage.org. Subject line: **VP of Supportive Services***.

*When determining if a candidate is a good fit, we look at more than the jobs you have been paid to do but the ranges of ways you have picked up skills and knowledge through your life. If you feel you have lived experiences that may contribute to your experience for the position, please document in cover letter.

Only applicants selected for an interview will be contacted.

We do not accept unsolicited resumes from recruiting agencies. Warren Village is proud to be an Equal Opportunity Employer. We are committed to equal employment opportunity regardless of race, color, religion, sex (including pregnancy or related medical conditions), national origin, veteran status, sexual orientation, gender or other diverse identity, age, disability, marital status, or another protected category. If you have a disability or special need that requires accommodation, please contact us at careers@warrenvillage.org.