



Transforming Parents' Lives. Improving Children's Futures.

## **Director of Supportive Services - Alameda**

### **Summary/objective:**

The Director of Supportive Services – Alameda (Director) will oversee all resident support services for Colorado's first-ever intentional supportive housing project for single parents and families, slated to open in fall 2024 near Alameda and Pecos. Prior to opening, the Director will work closely with the Vice President of Supportive Services on planning, program development, partnership development, outreach, hiring, and other preparation for facility opening. Once open, the Director will supervise on-site staff, oversee day-to-day operations and programming, conduct direct service work with residents, and evaluate effectiveness of programs, making continuous improvements as needed. The Director will manage a two-generation approach to helping residents at the Alameda campus along their path of personal/family stability and economic mobility, while living within a healthy community. Programs will include case management/coaching, resource navigation, afterschool and summer programming for school-aged youth, mental health counseling, educational and workforce development programming, community-building events and initiatives, and other programming as needed. The Director is part of the Warren Village's Executive Team and is responsible for ensuring alignment, communication, and collaboration across sites and departments.

**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:**

#### **Leadership:**

- Directly and indirectly supervise the family and community support services team at the Alameda campus, including hiring, training, coaching, motivating, scheduling, and evaluating performance.
- Develop and manage annual program budget.
- Provide day-to-day oversight of all on-site family and community support services programs.
- Develop and manage partnerships with onsite service providers, community agencies, and other supportive housing providers.
- Coordinate and collaborate with onsite contracted property management, including supporting lease-up process, serving as a point of contact for prospective residents' pre-lease up, and problem-solving resident issues in alignment with a Housing First, Harm Reduction, and Trauma Informed approach
- Collaborate with Warren Village's onsite Early Learning Center to ensure a strong and coordinated two-generation approach.
- Develop and monitor progress on key performance indicators and outcomes related to the Alameda campus as described in key contracts and the Warren Village Strategic Framework.
- Serve as the primary lead on resident crisis and/or complaint situations for residents, including engagement with residents, process for investigation or research, and ensuring timely follow up from all parties involved.

- Ensure thorough communication to staff and residents in any crisis or other situation affecting the entire facility.
- Participate in Executive Team meetings, organization-wide brainstorming, vision and leadership, crisis communication, and other director-level expectations.
- Support fundraising efforts by providing data, preparing reports, participating in site visits, and other efforts to attract and cultivate funding relationships.
- Establish a strengths-based culture of ability and high expectations for residents and staff alike.
- Coordinate with the Development Team on donations, volunteer services, and In-Kind contributions.

### **Program Development, Oversight, and Evaluation**

- Ensure that all governmental and regulatory reporting requirements are accurate, timely, and maintained in accordance with government/agency regulations (including but not limited to Denver Housing Authority, Colorado Division of Housing, and Denver Office of Housing Stability).
- Develop a strong understanding of Warren Village's existing program models and develop a program model for the Alameda campus that aligns with the foundational elements of existing programming while differentiating for a housing first, harm reduction approach.
- Utilize best practices to develop and implement family and community support services including, but not limited, to case management/coaching, resource navigation, afterschool and summer programming for school-aged youth, mental health counseling, educational and workforce development, and community-building events and initiatives
- Develop a robust evaluation system and ensure staff consistently use data to drive decision-making
- Ensure timely and accurate data collection and entry into organizational database and the Homeless Management Information System (HMIS), including entering vacancies and receiving referrals from OneHome to meet 50% referral requirement
- Fully embrace and support organization-wide equity & inclusion work; infuse these principles and values into all services, ensuring representation and inclusion of staff and residents
- Plan and manage resident engagement and community-building events.
- Center the voices of residents, with equity and inclusivity always top of mind.
- Participate, as needed, in regional community engagement activities and relationship building.

### **Direct Services**

- Develop relationships with residents and facilitate conversations regarding programming desired
- Provide resource navigation as needed for residents.
- Conduct regular coaching meetings with assigned residents, including Bridge to Self-Sufficiency assessments, goal setting, develop plans, accomplish desired outcomes, and ensure awareness of and resources to combat the Cliff Effect.
- Complete necessary reporting requirements including bio-psychosocial intake assessments, case notes and progress reports, assisting with assessment process and interviews as needed.

Other duties as assigned.

### **Competencies:**

- Strong belief in the principles of diversity, equity and inclusion; the wisdom of lived experience; and the innate strengths and power of all people
- Ability to form professional working relationships with community members in an empathetic, respectful and non-judgmental way
- Must be committed to Warren Village's mission and culture

- Detail oriented and organized, maintaining accuracy
- Able to self-motivate and work independently under limited supervision
- Ability to prioritize tasks and to delegate them when appropriate
- Strong supervisory and leadership skills
- Strong analytical and problem-solving skills, including conflict resolution
- Strong integrity, discretion, and ability to maintain confidentiality
- Strong communication skills, both oral and written
- Ability to relate to and work with diverse groups
- Working style promotes individual creativity, collaboration, and professional accountability
- Technology systems aptitude; Demonstrated proficiency of Microsoft Office products
- Ability to work occasional night and weekend hours within the work week

**Minimum Qualifications:**

- Bachelor's Degree in Social Work, Psychology, Human Development, or other related field or at least 8 years of work experience in one or more of these fields.
- Five years' progressive experience in program development and evaluation working with low-income, diverse populations.
- Three years' experience supervising multiple staff members and running an area or department.
- Experience providing case management, coaching, and/or resource navigation to low income, culturally diverse communities.
- Demonstrated experience using outcomes to drive program quality.

**Preferred education, eligibility requirements, and/or experience:**

- Master's degree in Social Work, Psychology, Human Development, or related field.
- Bilingual in English and Spanish, Vietnamese, French, Arabic, or Swahili.
- Knowledge and experience in Permanent Supportive Housing, Housing First, and/or Harm Reduction.
- Lived experience in homelessness or housing instability.
- Experience in mental health, substance use, and/or crisis intervention.
- Training and experience in Motivational Interviewing and Trauma-Informed Care.
- Employee must have a valid driver's license and acceptable current motor vehicle report.

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

Current state licensure as a LCSW or LPC

**Work Environment:**

The working environment is typically that of an office using a personal computer, telephone, and other equipment.

**Physical Demands:**

Occasionally lifts and/or moves up to 25 lbs. Primarily a sedentary position. Must occasionally move about inside the office/facility to access file cabinets, storage spaces, access units and building spaces by utilizing stairs, office machinery, etc. Constantly operates a computer and other productivity machinery, such as a calculator, copy machine and computer printer. Must be able to exchange accurate information in these situations.

**Salary & Benefits:** \$85,000 to \$101,500 DOE and licensure: **Typical hiring range of: \$85,000 – 95,800**

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. Professional development and tuition reimbursement opportunities. Discounted Early Learning Childcare services available.

**To Apply:** Interested candidates should submit resume and cover letter (as separate PDF attachments) to [careers@warrenvillage.org](mailto:careers@warrenvillage.org). Subject line: **Supportive Services Director - Alameda\***. This position will be posted until the latter of March 15, 2024 or until a qualified candidate is hired.

\*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](mailto:careers@warrenvillage.org).*