
Job Title: Assistant Shelter Services Program Director **FLSA:** Exempt (40 hours per week)

Department: Shelter Services

EEO Job Classification: First/Mid Officials & Managers

Reports to: Shelter Services Director

Last Revised: September 21, 2018

Position Summary:

The Assistant Shelter Services Program Director is an integral role within the Shelter Services Department and is primarily responsible for assisting the Shelter Services Director with the development, implementation and coordination of housing-focused programs designed to improve the self-sufficiency of clients experiencing homelessness, which include Case Management and other social service programs provided at the Austin Resource Center for the Homeless (ARCH), as well as within the community. The Assistant Shelter Services Program Director also assists the Shelter Services Director with developing, implementing, documenting, and routinely updating various training protocols for Case Management, other program services personnel, interns, and other staff within this department. This role is responsible for ensuring that relevant client services data is entered accurately and within designated time frames by program personnel into any and all client data/usage tracking systems, and assists the Shelter Services Director in tracking and monitoring client usage, statistics, expenditures, and outcomes of various programs.

Duties, Functions, and Responsibilities:

- Assist the Shelter Services Director to develop, implement, coordinate, and evaluate Case Management and social service programs provided at ARCH and within the community. These housing-focused programs/services include Case Management services provided at the ARCH as well as within the community, ESG Rapid Re-Housing services, and Best Single Source Plus services. Other program services include SOAR, housing navigation services, support groups services, and other financial assistance programs.
- Provide input and assistance for the development and improvement of current programs, policies, and procedures.
- Supervise the Shelter Programs Coordinator and Rapid Re-Housing Programs Coordinator in their management of personnel under those divisions. Duties include hiring under the Shelter Services Director's direction, then training, mentoring, supporting, and evaluating staff in the performance of their duties, including the provision of services to clients, expenditure usage, and knowledge of agency policies and procedures.
- Provide initial and ongoing training for personnel within this division as well as within the Shelter Operations Services division. Find or create relevant individual and/or group trainings and/or resources for staff on topics including mental health, substance use, and case management/counseling interventions.
- Conduct yearly performance evaluations, and work closely with the Shelter Services Director for situations warranting warnings, performance improvement plans, and terminations, when deemed necessary.
- Facilitate regular meetings to staff client cases, discuss programming needs and progress, and participate in the development of new procedures or programs as needed. Provide individual supervision to Coordinators on a regular basis.
- Identify gaps in client service delivery and potential resources to fill said gaps. Research and implement ways of improving service delivery methods.
- Assist the Shelter Services Director in the collection and analysis of data related to client outputs and outcomes. Monitor that various programs are meeting performance

expectations in terms of outputs and outcomes. Work with the Coordinators to improve outcomes when needed.

- Assist the Shelter Services Director in creating the budgets and monitoring expenditures to ensure that programs operate within budget limits.
- Attend management team meetings, while contributing ideas to the overall effectiveness of the organization, and participate in the organization's strategic planning.
- Participate in interagency case management and departmental collaborations to communicate about resources, share information, and problem-solve difficult client issues.
- Work with Shelter Services Director to collaborate with co-located and community agency partners in the provision of services to clients.
- Represent the organization in the community in a professional manner.
- Assist with other agency special projects as needed, including staffing special events and providing coverage for agency programs.
- Perform other duties as assigned.

Minimum Qualifications:

- Master's degree in Social Work or related field. Professional experience in the field or closely related field, along with administrative/supervisory experience and increasing responsibilities, may be considered in lieu of formal education.
- 5 years of professional experience supervising social service providers.
- 5 years of professional experience working with those at-risk, currently experiencing, or those formerly experiencing homelessness, or other closely related special needs population(s).
- In-depth knowledge of psychosocial theory, methods, and ethics. Solid understanding and support of Housing First Model, Harm Reduction Model, and Motivational Interviewing, and the ability to educate others in these modalities.
- Demonstrated ability to perform tasks and manage multiple projects with the ability of being detail-oriented as well as developing measurable project strategies.
- Strong ability to exercise discretion and independent judgment and handle confidential and time-sensitive issues.
- Strong ability to establish rapport, trust, and boundaries with clients, and guide others in doing the same.
- Strong organizational skills, with the ability to respond to deadlines in a timely manner.
- Extensive knowledge of training and development strategies, methods, and delivery strategies.
- Effective oral and written communication skills.
- Proficient in the use of Microsoft Office products on a PC platform, including, but not limited to: Word, Excel, Outlook, PowerPoint, etc.
- Strong ability to work independently with minimal supervision.
- Reliable transportation.

Preferred Knowledge, Skills, and Abilities:

- LMSW, LCSW, or other advanced licensure in a closely related field. Professional experience in the field or closely related field, along with administrative/supervisory experience and increasing responsibilities, may be considered in lieu of formal education.
- 7 years of professional experience supervising social service providers.
- 7 years of professional experience working with those at-risk, currently experiencing, or those formerly experiencing homelessness, or other closely related special needs population(s).

- Knowledge of local, state, and federal laws and regulations that govern the administration of agency programs as well as employment practices.
- Demonstrated skills in establishing and maintaining effective working relationships with senior-level administrators, management and other staff, community partners, governmental and other agencies, clients, and the public.
- Experience with CoC (Continuum of Care) functions.
- Experience with HMIS (Homeless Management Information System) functions.
- Demonstrated experience in budget development and fiscal management.
- Knowledge of, and strong working relationship with, community partners.
- Bilingual (Spanish and English and/or ASL and English highly preferred).