



Catholic Housing Services
OF WESTERN WASHINGTON

**INTERNAL/EXTERNAL
JOB ANNOUNCEMENT**

POSITION TITLE:
Program Director

REPORTS TO:
Seattle Division Director

OPENING DATE:
April 21, 2010

CLOSING DATE:
Open until filled

LOCATION OF POSITION:
Dorothy Day House
106 Bell St
Seattle, WA 98121

HOURS:
Part-time: 30 hours/week,

STATUS: Exempt

GRADE: 13

BEGINNING PAY: \$2,768/month + DOE

PROGRAM DESCRIPTION:

Dorothy Day House is a 41-unit residence for women who are coming out of homeless and into a self-managed, community based program. The Program Director must be a person who is interested in working in a service-oriented environment with the goal of working with women to enhance the quality of their life.

POSITION DESCRIPTION:

The Program Director is responsible for the day-to-day management and operation of the Dorothy Day House. This position oversees the housing and service operations, supervises site staff, ensures compliance with safety and facility maintenance standards, and is accountable for sound financial management and achievement of key performance indicators of the properties. The Program Director is responsible for ensuring that the property is operated in accordance with agency policies and procedures and meeting regulatory requirements.

This position also provides management oversight of Leroy Helms, which provides 11 lofts for working artists in Seattle's Pioneer Square neighborhood.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Program Direction
 - a. Support and guide the self-management and resident participation design of the program.
 - b. On-going support and structure of resident policies with input from the resident community.
 - c. Teach and monitor the group process, collective responsibilities and individual accountability of each participant.
2. Contract Compliance And Reporting
 - a. Ensure compliance with all HUD, WSHFC, SHA and City of Seattle regulations and requirements and any other contract requirements.
 - b. Ensure that program operation and documentation complies with contracts, auditing and all other applicable standards.
 - c. Develop and conduct ongoing review process to ensure that program standards are maintained.

- d. Responsible for collecting, compiling and dispersal of all program reports as required.
3. Supervision / Leadership
 - a. Select, supervise and train site staff, including case manager, maintenance, and business manager. Conduct annual performance reviews with staff.
 - b. Promote on-going training and support and ensure attendance at all CCS/CHS mandatory trainings for site employees.
 - c. Coordinate with Resident Services Manager and Coming Home Case Manager regarding planning and delivery of on-site social services.
 - d. Build relationships with local neighborhood and community representatives to further common goals.
 - e. Responsible for developing and safekeeping a workplace which values and supports a culturally and ethnically diverse work environment.
 - f. Network with other service agencies to ensure continuum of care for residents.
 4. Supportive Services / Resident Relations
 - a. Promote resident retention by ensuring a strong commitment to customer satisfaction that includes appropriate communication and understanding of the population served.
 - b. Assist in the promotion of community among the residents and staff.
 - c. Respond to tenant complaints and issues promptly and seek resolution at the lowest level possible.
 - d. Establish and ensure compliance with all supportive services funding performance goals and reporting requirements.
 - e. Develop, negotiate, and manage service contracts with non-profit service providers.
 - f. Assist case manager in the completion of compliance reports for supportive services funders.
 - g. Maintain client records in the CHS-CCS data system, IRIS (Information Resources for Integral Services).
 5. Occupancy
 - a. Maintain occupancy standards by effective coordination and monitoring of unit turns and screening process.
 - b. Ensure that all applications and leases meet all City of Seattle, HUD, WSHFC, and SHA contract obligations and regulations.
 - c. Serve appropriate legal notices to tenants and process evictions per Washington State Landlord Tenant Law and applicable local laws.
 - d. Ensure compliance with Fair Housing and Landlord Tenant laws.
 - e. Ensure all lease renewals are conducted on schedule. Ensure compliance with all Federal Housing Standards to protect program from any unwarranted fines or audit findings.
 - f. Update Lease including House Rules when determined by changes in the program, landlord tenant laws or funding requirements.
 6. Fiscal Management
 - a. Prepare annual housing and services budget for program in consultation with Division Director.
 - b. Monitor and control expenses within the constraints of the annual budgets, including monitoring monthly financial statements and reviewing financial needs.
 - c. Monitor program to ensure that set aside requirements are being met as required.
 - d. Prepare annual compliance reports as required by funders and submit to Division Director for final review and submission.
 - e. Complete quarterly billings/reports to Funders.
 - f. Assist accounting staff with annual audits.
 - g. Accurately process invoices in a timely manner, and submit accounts payable for review and signature at least once per week.
 - h. Ensure collection of rent and other monies and ensure bank deposits are made in a timely manor.
 - i. Report on property performance as it relates to revenue, expenses and occupancy through a monthly manager report; review delinquencies.
 - j. On a quarterly basis, submit bad debt write-offs for approval to Division Director.

- k. Approve purchase of necessary equipment and supplies for operating, maintenance, equipment replacement and painting functions at the property.
 - l. Coordinate fundraising activities, including publication of twice yearly newsletter, and other fundraising events as needed, to meet programmatic budget needs.
7. Facilities Management
- a. Review/plan long-term maintenance programs for property including building systems and other components, building envelope, etc. in conjunction with Division Director and Facilities Director, to ensure structural integrity.
 - b. Ensure the daily, weekly, monthly and annual janitorial/maintenance duties are being performed per agency policy and procedures.
 - c. Conduct apartment and building inspections as required by funders annually and on an as needed basis.
 - d. Accompany any representatives from any funders or contract administrator during inspections of the property.
 - e. Work with Commercial Tenants as needed on lease or building issues.
 - f. Obtain bids from vendors as needed and consult with Facilities Director in determining capital improvement projects and developing scope of work proposals as needed.
 - g. Respond to after-hour emergencies that may require management oversight.
 - h. Ensure the implementation of property's emergency preparedness plan and safety protocols.
8. Other
- a. Maintain regular, scheduled office hours.
 - b. Respond to after hours emergencies and share on-call responsibility as needed.
 - c. Represent ownership for Dorothy Day House to all funders and city representatives.
 - d. Develop and maintain partnership with organizations or agencies to support low-income housing.
 - e. Successful completion of Tax Credit Compliance training within first year of employment.
 - f. Perform other duties as assigned.

JOB CONDITIONS

This position requires the incumbent to work in an environment where there may be exposure to maintenance and cleaning supplies. These are residential communities where there is cause to enter individual apartments, which may expose one to household odors including cigarette smoke, cooking smells, pet odors, etc. Other working conditions may include frequent interruptions, working alone, evening or weekend work, working long hours during peak periods, being on-call, interactions with angry persons, and extensive work on computers.

PHYSICAL AND MENTAL ACUITY DEMANDS:

The requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Able to hear telephone rings, phone conversation, door bells, emergency alarms and face-to-face conversation.
2. Able to speak clearly in person and on the telephone.
3. Able to hand write legibly.
4. Able to read normal size print and handwritten notes.
5. Able to sit for sustained periods of time.
6. Able to walk interior and exterior of buildings (including stairways) as needed to inspect properties.
7. Mobility/dexterity of hands/arms to enable keying into locked areas as well as using a computer and other office equipment.
8. Able to make independent decisions and apply sound judgment in performing job duties.

MINIMUM QUALIFICATIONS:

1. BA in Human or Social Services or equivalent experience working in social services or low-income housing setting.

2. Two years experience in direct social service to low-income and special needs populations, including homeless adults.
3. A thorough understanding of the concepts of self-management and the experience and ability to develop and maintain resident participation in the program and guide and monitor resident involvement.
4. Demonstrated experience and knowledge of mental health, domestic abuse, drug/alcohol addictions, crisis intervention and other issues related to homelessness.
5. Ability to communicate effectively both orally and in writing.
6. Strong supervisory skills: hiring, coaching, training and evaluating.
7. Experience in word processing and spreadsheet applications and ability to learn property management software.
8. Ability to work within the mission, goals and objectives of Catholic Community Services / Catholic Housing Services.

PREFERRED QUALIFICATIONS:

1. Minimum of two years experience in low income housing setting and understanding of basic property management concepts.
2. Experience working in a shelter or transitional housing program.
3. Experience in direct service with chemically dependent and/or mentally ill persons.

ADDITIONAL INFORMATION:

Contact: Laurie Eckardt, Program Director
Dorothy Day House, 206-374-4364

APPLICATION PROCEDURE:

Send resume and cover letter to:

CATHOLIC HOUSING SERVICES OF WESTERN WASHINGTON
HR- DDH/PD
100 23rd Ave S
Seattle, WA 98144

Fax: 206-328-5053

E-mail: jobs-aha@ccsww.org

Please let us know if you need special accommodations to apply or interview for this position.

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