



Director of Supportive Services Job Description

2019

Imagine Housing is the leading developer of permanent affordable rental housing in East King County, Washington. In addition to housing, we provide person-centered, strengths-based supportive services, including case management, resource referrals, and community building events at our communities. Our organization is sensitive to the needs of diverse communities and is committed to cross-cultural competence. Imagine Housing empowers individuals and families, supports diversity and strengthens communities. We make it possible for veterans, seniors, survivors of domestic violence, young adults aging out of foster care and low-income working families to live and thrive on the Eastside.

The Director of Supportive Services is a member of the senior leadership team at Imagine Housing. The Director of Supportive Services ensures that Imagine Housing offers services that support residents' health and well-being, enhances their quality of life, and increases their connectedness to their neighbors and community. The Director of Supportive Services operates under the general direction and supervision of the CEO and works collaboratively with the rest of the team.

MAJOR DUTIES

The primary functions of the Director of Supportive Services position are to provide overall program planning, administrative management and supervision of agency and/or subcontracted supportive service programs for Imagine Housing's residents;

- develop new programs and enhance existing programs based on agency needs and the strategic direction set by Imagine Housing's Board of Directors;
- provide management, supervision and training of staff, students and volunteers needed to operate and maintain supportive services programs in Imagine Housing's housing communities;
- develop and execute a supportive services budget, program plan, staffing plan, and grants plan; and
- closely monitor revenue, expenses, program performance and outcomes to ensure that program goals are achieved.

KEY RESPONSIBILITIES

Compliance, Oversight and Management

- Maintain knowledge of program priorities and consult and communicate with the CEO on relevant issues. Design and implement program refinements, incorporating evaluation results, current research, local trends, and resident and staff input.
- Provide oversight and accountability for a supportive services budget of \$500,000+.
- Oversee compliance with contract agencies delivering supportive services at Imagine Housing's

properties.

- Establish supportive services outcome measures and evaluation tools. Consistently track and measure outcome targets and progress. Regularly report program outcomes to both internal and external stakeholders. Analyze and utilize outcomes data as the basis for continuous program improvement.
- Ensure complete and accurate maintenance of resident services records and timely entry of all required data into services tracking software. Maintain all required data necessary to complete required agency and funder reports. Prepare monitoring reports required by funders prior to required due dates.

Staffing

- Develop and lead a highly motivated and effective supportive services team. Recruit, hire, supervise, train, and evaluate program staff in accordance with personnel policies and procedures.
- Work closely with program staff to prioritize their activities and establish performance objectives. Provide regular informal feedback to program staff and complete annual reviews on all staff and three month reviews for new staff.
- Provide direct services to residents as needed, including direct back-up and shift coverage for the supportive services program and staff.

Funding

- Identify Federal and State grants to fund agency programs, assist in grant preparation and ensure application deadlines are met.
- Support other fundraising activities to sustain the supportive services program.

Interdepartmental and Community Relations

- Actively collaborate with the Housing Development team to provide input and feedback on future property and program design.
- Actively collaborate with the Director of Assets to ensure smooth integration of supportive services with property management.
- Represent Imagine Housing and the supportive services program to community groups, local officials, funding sources and private businesses. Serve on community task forces and committees. Identify and secure partnership and community resources.
- Attend professional conferences and workshops as appropriate to the responsibilities of the position and program needs in order to develop and maintain administrative and service expertise commensurate with the job duties.
- Perform other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

1. Ability to effectively develop and implement supportive services and case management programs. Working knowledge of the local social service system or the proven ability to quickly develop such knowledge.
2. Leadership and supervision experience and ability, including proficiency for motivating others and problem solving.
3. Experience with community organizing, community building and social services.

4. Experience in program management and program development, including budgeting.
5. Experience with grant writing and reporting.
6. Experience and strong ability to establish, maintain, track, measure and report to stakeholders the program's objectives and results in assisting residents to achieve their life objectives.
7. Ability to identify, develop and maintain community service referral partnerships that assist residents in achieving their life objectives.
8. Ability to work with a culturally and ethnically diverse population and to deliver culturally competent services. Knowledgeable about the daily realities facing low-income families.
9. Ability to multi-task and complete assignments that sometimes occur in a stressful environment.
10. Strong verbal, written and interpersonal communication skills.

MINIMUM REQUIREMENTS

1. BA/BS degree in a human services field.
2. Master's Degree in Social Work highly preferred.
3. A minimum of 3 years experience in delivering supportive services or other social services programs.
4. A minimum of 2 years of management or supervisory experience.
5. Competent technology skills, including experience with Microsoft Office (Word, Excel, etc).

WORK SCHEDULE

The Director of Supportive Services position is a regular full-time salaried exempt position. Hours worked will be flexible, but will be based upon program need. Evening and/or weekend hours may be required. Regular daily (work week) presence is required.

SALARY AND BENEFITS

Salary range is from \$65,000-\$85,000, depending on experience. Benefits include 100% company-paid medical, dental, vision and life insurance, paid holidays, paid sick and vacation leave, and 401(k) matching contribution. Opportunities for professional development will be provided.

EQUAL EMPLOYMENT OPPORTUNITY

Imagine Housing is committed to a policy of equal opportunity for all applicants and employees regardless of race, religion, national origin, gender, marital status, age, the presence of a disability, or any other basis protected by applicable federal, state or local laws. Our equal opportunity policy applies to all phases of employment, including recruiting, hiring, job assignment, supervision, training, upgrading, transfer, compensation, benefits, promotion, education and recreation, layoff and termination.

TO APPLY

Please email a resume and cover letter to info@imaginehousing.org. Include in your cover letter how you learned of this position and a description of specifically why you are an ideal candidate.



For more information on Imagine Housing, go to www.imaginehousing.org.