

Job Title: Director of Continuum of Care Services

Reports to: Executive Director

Summary

The Director of Continuum of Care Services is responsible for the administration and management of the services for the Homeless System of Care in the COC identified. This may include programs supported through Federal, State, local, and private resources. Regardless of the funding source the individual is responsible for ensuring services are delivered consistent with a housing first model, and best practice, community standards, identified regulations and contract requirements. The population includes low and very low-income families and individuals experiencing homelessness, many who have no income, who are prioritized through the community established Coordinated Entry System and identified as the most vulnerable and at risk for remaining homeless longer without the housing intervention - rapid rehousing. The Program Manager will play a primary role to ensure compliance with established policy and procedures, as well as in the hiring, training, and supervision of the staff, and overseeing operations with the support of the Executive Director.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Exercise independent discretion in managing program, including working with Human Resources in recruiting, hiring, training, and evaluating program staff
- Develop an outreach plan and coordinate outreach activities in collaboration with the community and other social services organizations, including Veterans Benefits Administration Regional Office, Vet Centers, Grant and Per Diem Programs, Department of Defense Resources, and VA Medical Center Management Teams, Homeless Outreach, VASH Program, Department of Children and Families, United Way and Philanthropic funding sources
- Oversee and actively work with all Homeless Hubs, Shelters, and facilities in which the COC may support, contract or operate on a daily basis and assist with the management of those facilities.
- Participate in planning activities to effectively end homelessness in the geographic area served
- Develop and distribute education materials about the services offered
- Develop and implement program procedures for case management, outreach, housing search and other housing related services including the use of temporary financial assistance in a manner consistent with the organizations policies and its mission, and contract requirements
- Work with case management staff and provide leadership, guidance, and oversight in program implementation and service delivery
- Research and develop protocol to assist clients in accessing mainstream benefits from federal, state, and local sources
- Coordinate with other community organizations to facilitate access to services by clients served
- Manage the inflow of referrals and program exits to maximize program performance

- Review and approve individuals and families enrolled and ensure the required back-up documentation is contained in the case file
- Coordinate with program staff to ensure all client case files meet program and agency documentation requirements
- Review and approve all financial assistance requests prior to payment
- Ensure financial assistance requests are timely and include all required back-up documentation to support the expense
- Conduct case reviews with case managers
- Conduct staff meetings no less than once a month to review program performance and challenges, and share information
- Participate and actively engage in Management Meetings
- Facilitate staff's participation in required and supplemental training
- Oversee HMIS data entry including its completeness, quality, and timeliness
- Track program performance through HMIS and use of other data collection methodologies to enhance the effectiveness of all COC programming.
- Provide regular progress and performance reports to the CEO and through the agency's Performance Quality Improvement System
- Complete reports for timely submission to funder and other organizations as required
- Monitor and Approve time sheets and partner agency invoices prior to payment
- Attend all agency required training and assigned community meetings
- Actively participate in the PQI System

Other Responsibilities:

- Comply with all applicable training requirements
- Comply with all company safety, personnel and operational policies and procedures
- Comply with work schedule to ensure effective operations of Agency programs
- Contributes positively as a member of a productive and cooperative team
- Performs other duties as necessary to fulfill the organizational Mission

Qualifications:

- This position requires a minimum of a bachelors Bachelor's degree (Master's in Social Work is preferred) *(Pending on position and if prior to hire is approved by Chief Executive Officer, a comparable amount of training, education or experience may be substituted for the minimum education qualifications)*
- At least 2-years of experience in program coordination, supervising staff, counseling, case management and/or crisis intervention with homeless and at-risk families and/or individuals in crisis
- Must be able to comply with complex governmental regulations, policies and procedures and demonstrate thorough document compliance efforts and activities
- Must be proficient with data management and information systems and have basic knowledge of Excel, PowerPoint, Zoom and other video conferencing techniques, most importantly the operation and functions of Outlook and Teams our email, chat, files sharing and communication tool.

- Must demonstrate excellent interpersonal skills and possess the ability to interact effectively with other agencies and service providers
- Candidate must be able to work in a fast-paced environment and understand the issues that are faced by low-income populations

Knowledge, Skills, and Abilities:

- Able to speak, write and understand English
- Possess basic computer skills
- Must be sensitive to and respect cultural diversity amongst clients, staff, and volunteers and able to work with diverse racial, ethnic, and economic groups
- Flexible work schedule including evenings, nights, weekends, and holidays
- Ability to set appropriate limits, work under deadlines and multi-task
- Ability to organize, prioritize, self-motivate, and deliver results
- Excellent communication and listening skills
- Possess strong work ethics
- Successfully pass level II background screening.
- Valid Florida driver's license if driving an agency vehicle or a personal vehicle for company business.
- Must have reliable transportation
- Take the Lead in Agency Performance Quality Improvement (PQI) program and Accreditation/ Reaccreditation process
- Mission-driven attitude supplemented with integrity and passion
- Adherence to the highest ethical standards, personally and professionally
- A high level of openness and willingness to receive feedback/suggestions from superiors and others, and to learn new skills to improve job performance
- Evidence of deep alignment with the organizational Mission and Values

Additional Knowledge, Skills, and Abilities:

- Excellent skills in grants compliance, management, and reporting
- Understands barriers faced and trauma experienced by individuals and families who are homeless
- Understands the homeless services system and mainstream resources
- Knowledge of the characteristics and cultural diversity of the population assisted
- Ability to meet deadlines and handle crisis
- Exceptional record keeping skills; ability to obtain and maintain accurate, detailed, and confidential notes and client's files specific to program requirements
- Excellent written and verbal skills, which include word processing, data entry and email
- Ability to problem solve and make decisions independently as needed
- Ability to assess a households' needs and coach case managers in performing their responsibilities including engaging persons with many challenges who are unwilling to participate

GENERAL PHYSICAL DEMANDS: These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation can be made, if appropriate, to enable people with disabilities to perform the described essential functions of job. Working in an office/site requires prolonged sitting at the computer workstation, standing, bending, reaching, lifting up to 20 lbs. and some driving. Requires manual dexterity sufficient to operate standard office machines such as computers, fax machines, calculators, telephones, and other office equipment. It is also required to regularly sit, speak, and listen, the employee is also required to walk, use hands and fingers to type, operate equipment, and maintain records and notes. Specific vision abilities required include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus. **MENTAL DEMANDS:** Must handle new and diverse work problems on a daily basis. Personal maturity is an important attribute. Must be able to resolve problems, handle conflict, and make effective decisions under pressure. Must have the ability to listen objectively to people, perceive the real problem and assist in bringing issues to a successful conclusion. Must relate and interact with, volunteers, clients, contractors, visitors, and employees at all levels within the Agency. **WORK ENVIRONMENT:** Environment will occasionally become noisy due to equipment operations and interactions among clients and staff. There may be the possibility of being exposed to communicable disease, possible exposure to verbal abuse or similar behavior from residents/clients. On an as needed basis, employees may be called upon to work outside of the established work schedule or work odd hours. All information associated with the Agency is confidential. Treasure Coast Homeless Services Council, Inc. is an Equal Opportunity Employer.

Location of position: 2525 St Lucie Ave, Vero Beach, FL

To apply, please submit:

- **Detailed Introduction cover letter (must be 2 pages providing 5 years of experience working with the homeless population)**
- Resume/CV
- Three professional references

Submit Applications to: office@tchelpspot.org

Salary range: \$40,000 – \$50,000 commensurate with experience

This is a full time, salaried position with a start date of TBD

Stipend for a benefits program that meets the needs of the successful candidate will be provided.

Application deadlines: Position will remain open until filled.