

## Reports to Director of Services

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### **Assistant Director of Services**

#### **SUMMARY OF PRIMARY FUNCTION**

Under supervision of the Director of Services, provides support for the oversight and administration of four central Porchlight programs (Veterans Transitional Housing, Safe Haven, Men's Drop-In Shelter, Housing Case Management), writes and reports on program grants, participates in agency-level strategic planning, and represents Porchlight within the local Continuum of Care (CoC).

#### **ESSENTIAL RESPONSIBILITIES/DUTIES**

##### **Program Support:**

1. Veterans Transitional Housing Program (VTHP)

VTHP is a Grant and Per Diem (GPD) collaboration with the Department of Veterans Affairs (VA). It is a 24-bed single-room occupancy transitional program for single men who are military Veterans and are experiencing homelessness or are at risk of homelessness.

- a. Provides support to the VTHP Case Manager and Peer Support Specialist.
- b. Facilitates weekly team meetings with VTHP staff and VA liaison.
- c. Prepares for annual facility and clinical inspections.
- d. Evaluates program services and outcomes, makes recommendations for improvement.

2. Safe Haven (SH)

Safe Haven is a day shelter for adults with mental illness who are experiencing homelessness. The shelter provides crisis stabilization services and case management in addition to basic services like meals, showers, and laundry. Safe Haven also has 14 single-room occupancy permanent housing units with case management located on site.

- a. Provides support to the Safe Haven Manager and Crisis Stabilization Supervisor.
- b. Attends weekly team meetings with Safe Haven staff and clinical supervisor.
- c. Provides emergency backup for shelter shifts if all other options have been exhausted.
- d. Distributes and collects guest surveys and facilitates focus groups, makes recommendations for shelter and service improvements based on user feedback.

3. Men's Drop-In Shelter (DIS)

Porchlight provides emergency overnight shelter to male-identified adults every day of the year. The Drop-In Shelter operates out of temporary City-owned facilities until a permanent shelter is built. In addition to shelter operation, the DIS has support services and coordinated entry staff on site.

- a. Provides support to the Drop-In Shelter Manager and Assistant Manager.
- b. Attends monthly team meetings and additional team meetings as scheduled.
- c. Acts as emergency contact if Shelter Manager cannot be reached.
- d. Distributes and collects guest surveys and collaborates with Guest Council representatives to make recommendations for shelter and service improvements based on user feedback.

#### 4. Housing Case Management (CM)

Comprehensive case management is provided for 150 singles and 32 families in Porchlight's scattered-site housing. Case management is focused on rapidly moving participants from homelessness into housing and eliminating barriers to maintaining that housing.

- a. Provides support to the Case Management Supervisor/HMIS Administrator.
- b. Attends monthly team meetings and additional team meetings as scheduled.
- c. Promotes Housing First and harm reduction philosophies in Porchlight housing.
- d. Liaises with the Director of Housing and housing department staff to delineate duties, establish policies, and troubleshoot issues with the goal of increasing housing retention.
- e. Develops, distributes, and collects resident surveys. Works with Case Management Supervisor and CM staff to establish and support a resident action council (RAC), makes recommendations for service improvements based on user feedback.

#### **Program Administration:**

1. Creates and revises program-specific documents, tools, policies, and procedures as needed.
2. Works with HMIS Administrator to ensure all program staff is meeting data quality standards in Clarity. Develops and implements plans for data quality improvements as necessary.
3. Participates in hiring for new positions.
  - a. Writes/revises job descriptions as needed.
  - b. Communicates with HR regarding advertisement for openings.
  - c. Participates in candidate interviews, helps make hiring decisions.
4. Works with Human Resources and program managers to develop a comprehensive onboarding process for new employees.
5. Researches and develops ongoing training plans for all program staff.
6. Responds to client and staff grievances, complaints, appeals, and requests.
  - a. Reviews client appeals of manager decisions (appeals, requests for reinstatement), responds in accordance with agency policy.
  - b. Reviews and responds to client grievances regarding program rules, staff, etc.
7. Responds to after-hours phone calls, resolves urgent issues as necessary.

#### **Grants & Contracts:**

1. Assists Director of Services in writing and submitting grant applications and responses to Requests for Proposal/Qualification (RFP/Qs), including but not limited to HUD, VA, State of Wisconsin, Dane County, City of Madison, and United Way.
2. Reviews contracts w/ City of Madison, Dane County, and other grant administrators. Makes recommendations to Porchlight Leadership Team regarding compliance, outcomes, and service improvements.
3. Writes/revises Memorandums of Understanding (MOUs) with partner agencies/entities.
4. Assists Director of Services with reports to funders on program performance and compliance, including:
  - a. Veterans Transitional Housing Program (VTHP) quarterly reports
  - b. Safe Haven monthly and quarterly reports
  - c. Drop-In Shelter biannual compliance reports
  - d. HUD Annual Performance Reports (APRs) – Housing Opportunities and Supportive Team-Focused Services (HOSTS), Housing First Leasing Project (HFLP)
  - e. United Way mid-year and annual performance reports
5. Helps prepare for and facilitate program monitoring visits (CoC, City of Madison, EHH, HUD, etc.).

**Management Team:**

1. Participates in agency strategic planning, including facilitating ongoing work groups as assigned.
2. Attends monthly Management Team meetings, attends Leadership Team meetings as needed.
3. Researches, proposes, and develops new Porchlight programs as appropriate.
4. Participates in the annual budget process, monitors adherence to individual program budgets.
5. Presents on current Porchlight programs and services to the Board of Directors, funders, Homeless Services Consortium, and community groups as requested; conducts agency tours.

**Continuum of Care:**

1. Represents Porchlight on the Homeless Services Consortium (HSC) Shelter Providers Committee and other committee(s) as assigned.
2. Participates in HSC committee work groups or ad hoc meetings that address specific issues or projects relevant to Porchlight and the CoC as a whole.
3. Participates in other community discussions and action groups regarding supportive housing, shelter, and ending homelessness.
4. Stays abreast of established and emerging best practices in emergency shelter and other homeless services, participates in relevant trainings.

**Teamwork & Collaboration:**

1. Works in collaboration with program and all other agency staff to facilitate a team environment.
2. Demonstrates and models effective communication skills in building relationships with all clients and employees.
3. Creates good working relationships with other service providers.
4. Participates in the development and implementation of Porchlight's strategic plan.

**Porchlight Values & Culture:**

1. Treats all clients, employees, and visitors with caring, kindness, respect, and dignity.
2. Helps to create an environment that values and appreciates diversity.
3. Adheres to all Porchlight policies, procedures, code of conduct, and attendance rules.
4. Maintains strict confidentiality of all information.
5. Adheres to Porchlight policies in the use of computer technology and tele-communications devices.
6. Conducts self within appropriate and expected professional boundaries and policies.

**QUALIFICATIONS**

1. Master's Degree in Social Work or related field desired, or equivalent knowledge and experience.
2. Experience managing and coaching staff.
3. Ability to build consensus, motivate, and obtain willing cooperation from others.
4. Excellent written and verbal communication.
5. Demonstrated success in managing multiple functions.
6. High level of self-motivation, ability to work independently with minimal supervision.
7. Ability to structure a workday that provides support to first, second, and third shift employees; on-call availability.
8. Driver's license, insured personal vehicle.

**PHYSICAL DEMANDS & WORK ENVIRONMENT**

The following physical demands are representative of those required by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be available to enable individuals with disabilities to perform the essential functions.

<b>Function</b>	<b>24% or less</b>	<b>25% - 49%</b>	<b>50% - 74%</b>	<b>75% or more</b>
Indoor environment: open office, shelter dormitories, facilities, etc.				X
Outdoor environment: parking lot, grounds	X			
Exposure to weather, extreme heat/cold, loud noises, fumes, airborne particles, toxic/caustic chemicals, risk of electrical shock and vibration	X			
Sitting			X	
Standing, kneeling, walking		X		
Bending, stooping	X			
Reaching, pushing, pulling		X		
Climbing stairs	X			
Lifting, carrying up to 25 pounds	X			
Repetitive, fine hand, finger, and foot movements; manual dexterity			X	
Typing/data entry		X		
Talking, hearing, interacting with coworkers, vendors, participants				X
Using office machines - phone, fax, computers, postage meter, etc.				X
Close vision			X	
Distance vision, field of vision, color/depth perception			X	

<b>Minimum Requirements</b>
Seeing, hearing, speaking
Reading, writing
Basic English comprehension, written and oral communication
Ability to lift 25+ pounds
On-call availability
Ability to drive

This job description may not be inclusive of all assigned duties, responsibilities, or aspects of the job described, and may be amended at any time at the sole discretion of Porchlight. I understand the scope of my job, and have been given an opportunity to ask questions about the requirements of my job and make suggestions on the function of my role.

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_