Episcopal Community Services Emergency Housing Director

Regular full-time, Management position

Philadelphia, PA, US

SUMMARY

The Director of Emergency Housing has oversight of ECS St. Barnabas Mission (SBM), a 100-bed emergency shelter for families. Working closely with the SBM management team, this position leads a multi-functional staff of twenty five employees carrying out 24 hour shelter operations and services to participants. The Director of Emergency Housing serves as a central point of contact with the City of Philadelphia Office of Homeless Services to maintain contract compliance, execute funder standards, and operationalize of ECS’ scope of services. This position is an integral part of ECS’ Leadership team collaborating with colleagues on fundraising, volunteer initiatives, strategic planning, data management and outcomes measurement, fiscal and contract management.

Primary Functions:

- Provide oversight of SBM workflow and operations to ensure the facility meets compliance with applicable standards, laws, policies, and regulations, including, but not limited to, those of the Philadelphia Office of Homeless Services (OHS), the Pennsylvania Department of Welfare, Philadelphia Licensing and Inspection, and any other applicable standards, laws, policies, and regulations.
- Monitor participant service delivery to maintain high level of quality in alignment with ECS’ values and trauma informed care practices in accordance with the ECS Path to Prosperity model (adapted from EMPath’s Mobility Mentoring Model®).
- Monitor data and outcomes collection and reporting for compliance and quality improvement processes.
- Champion the ECS Path to Prosperity model (adapted from EMPath’s Mobility Mentoring Model®) by providing peer coaching, team support and Prosperity Model coaching as part of staff development and participant services.
- Collaborate with ECS’ permanent housing and opportunity development departments identify and implement strategies to reduce barriers to permanent housing and move families out of shelter as quickly as possible.
- Develop and manage SBM budget to ensure cost and expose containment.
- Supervise staff, volunteers, and interns.

Qualifications:

- Master's degree in Social Work or other like Master’s level degree.
- Minimum of two (2) years in shelter setting.
• Professional experience working in a social services or related setting serving vulnerable populations with complex and multiple service needs.
• Minimum of two (5) years of supervisory experience.
• Experience with coaching and capacity for effective coaching.
• Proven ability to develop and facilitate workshops and trainings.
• Comprehensive understanding of performance outcome measurement and quality improvement.
• Effective written, verbal, feedback, engagement and open dialogue communication skills.
• Strong interpersonal/human relations skills.
• Strong organization skills with the ability to manage multiple projects simultaneously.
• Ability to establish positive rapport and to motivate staff toward goal achievement and a high level of performance.
• Ability to function as a part of a multi-disciplinary team.
• Ability to read financial reports and manage budgetary expenses.
• Knowledge of the effects of intergenerational poverty on individuals and families in Philadelphia.
• Experience and effectiveness in working with impacted by trauma and people experiencing crisis.
• Advanced proficiency in Microsoft Word and Excel.
• Ability to represent ECS effectively in a variety of settings, and with diverse communities.
• Experience using Client Track and Efforts to Outcomes systems desired.
• Ability to have a flexible schedule and respond to 24 hour on-call communications as necessary.

To apply:

Go directly to ECS’ website: [https://ecsphilly.org/jobs/click-see-current-job-opportunities/](https://ecsphilly.org/jobs/click-see-current-job-opportunities/) and click to see all active job postings. ECS has an easy to follow online job application process.