



Service Director North

Mission Statement:

Father Bill's & MainSpring is committed to ending and preventing homelessness in Southern Massachusetts with programs that provide emergency and permanent housing and help people obtain skills, jobs, housing, and services. We help people who are struggling with homelessness or are at risk of homelessness to achieve self-sufficiency.

Father Bill's & MainSpring is a growing and dynamic social service agency with particular expertise in emergency and permanent housing, job training and placement, and prevention services for individuals and families in need. Over the next five years, our strategic focus includes an increase in affordable, permanent supportive housing, a more efficient model of care for families experiencing homelessness, commitment to an enhanced delivery model to reduce the need for shelter, and improved community relations in order to achieve these goals. Our staff are thoughtful and caring individuals who share our passion for these ideals and creative approaches to helping people improve their lives.

We offer a generous benefits package and a comprehensive orientation and training program, as well as ample opportunities for advancement for qualified individuals who show a commitment to our Mission.

Position Summary:

The Service Director will oversee all Emergency and Permanent Housing programs operated by FBMS in the Northern region; ensuring that a low threshold, Housing 1st approach is adhered to. This individual must have an understanding and empathy for those dealing with homelessness and other related issues. The Service Director is responsible for the services delivered within the Emergency Shelter, Re-Housing and Stabilization programs. This includes emergency shelter, re-housing and permanent supportive housing stabilization services. FBMS has an excellent reputation and strong relationships with many public funders and nonprofit partners. It also has a longstanding commitment to program and strategic planning, and to evaluation of its performance outcomes and trends. This individual will continue to strengthen, develop, and expand this work. Full-time position reporting to the Senior Programs Director and directly supervises the shelter and housing management team. Master's Degree preferred with 3-5 years of supervisory experience required. Minimum of five years' experience in organizations serving homeless, low-income and/or other vulnerable populations. Experience managing/administering HUD Homeless programs preferred.

Essential Responsibilities:

- Provide oversight of the Housing and Shelter programs, leading staff in the Housing 1st, harm reduction framework. Support an environment of empowerment and shared leadership where critical thinking, problem-solving and input are fostered.
- Develop and maintain relationships with stakeholders, both internal and external (FBMS departments and counterparts, community leaders, funders, Property Managers, landlords, among others).
- Ensure fidelity with service philosophy of low threshold, participant-centered, housing 1st services and, partnering with other regions, consistency in service delivery across regions.

- In partnership with senior leadership, other regions and departments, participate in strategic planning and program development. Participate in the development and revision of agency and program specific policies and protocols; assist with and lead the implementation of new and/or revised policies and protocols related to participants and staff.
- Have an understanding of program budgets and contract expectations and participate in setting goals and outcomes for department.
- Ensure appropriate services are being provided to all participants and proper supervision to program staff. Support in the identification and resolution of any challenges or issues that may arise, supporting a shared leadership framework.
- Ensure rapid access to housing resources for individuals and families experiencing homelessness. Resources may include permanent supportive housing or temporary rental assistance. Collaborate with counterparts to ensure cross-regional access to housing occurs.
- Support an environment of collaboration and teamwork between emergency shelter and stabilization services, as well as the operations team and other regions, maintaining a singular focus of moving people toward and sustaining a housing solution to their homelessness.
- Familiarity with HUD-funded programming as well as administration of a variety subsidies (including HUD Permanent Supportive Housing, Massachusetts Rental Vouchers, Home and Healthy for Good, among others).
- Support management team in ensuring that files are up to date and in compliance with all State and federal contracts; conduct file reviews, obtain regular reports from managers.
- When needed, work with managers and Human Resources to assess situations related to staff, participants, and operations, making appropriate referrals and recommendations when needed.
- Verify that coordinators/managers are providing necessary documentation (i.e. funders requests, internal finance and human resource requests). Oversee the preparation of monthly and other progress reports to ensure programs are meeting goals and objectives. Participate in file reviews and audits as needed to ensure compliance with all State and federal contracts. Interface with funders, identifying and resolving any concerns.
- Be prepared to step into operational situations as needed and/or support Management team in resolving crises and other guest and staff-related issues.
- Highly organized with strong attention to detail and ability to meet deadlines.
- Comfortable and skilled in working with budgets and data, experience with HMIS, HUD reporting (Annual Performance Reviews) preferred.
- Strong analytical, critical thinking, problem-solving and planning skills a must.

Skills & Competencies:

- Empathy: An understanding and empathy for those dealing with homelessness and related issues.

- Professionalism: Maintains the highest level of professionalism in the delivery of services, building of relationships, collaboration with co-workers, and representation of Father Bill's & MainSpring within the organization and the community.
- Communication: Speaks appropriately in positive and/or negative conversations with supervisors, co-workers, volunteers, donors and constituents; Articulates the goals of Father Bill's & MainSpring.
- Record-Keeping: Routine clerical or record-keeping incidental to the essential responsibilities of the job (including, but not limited to, data entry and case file updates).
- Job Knowledge: Possesses the practical and technical knowledge required on the job.
- Attendance: Acceptable overall attendance record, consistently at work and on time.
- Reliability: Relied upon regarding task completion and follow-up. Follows instructions, responds to management direction and solicits feedback to improve performance.
- Initiative: Seeks out new assignments and is willing to be flexible with additional duties.
- Adherence to Policy: Follows safety and workplace expectations, regulations and processes as defined in the Employee Handbook.
- Work Ethic: Demonstrates a commitment to the Mission and adheres to the Operating Principles of Father Bill's & MainSpring and works as part of a team toward a common goal.

Other:

- Safety & Security: Actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.
- Travel: Local travel may be required. Valid driver's license and good driving record required.
- Physical Demands: *The demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations under the Americans with Disabilities Act (ADA) may be made to enable individuals with disabilities to perform the essential functions.*
 - Must be able to verbally convey detailed information or important instructions or ideas accurately or quickly. Must be able to hear average or normal conversations and receive ordinary information. Average visual acuity is necessary.

This job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities required of the employee. Other duties as assigned may be part of the job.

Father Bill's & MainSpring is an equal opportunity employer.