

Supportive Services Director



REPORTS TO: Executive Director
PAY RANGE: \$90,000+ DOE
HOURS: Full time
BENEFITS: Medical, dental, life/disability, retirement, vacation & sick leave
POSITION TYPE: Exempt position

The Supportive Services Director supervises case management, serves as a resource for case management staff, implements, monitors, and evaluates methods for service delivery, and collaborates with LIHI Supportive Services and Housing Management staff to maintain stable tenant households in all LIHI properties and shelter programs for homeless families and individuals. This position will be sited in the downtown Seattle area, with program oversight responsibilities at multiple LIHI projects around Puget Sound.

Responsibilities:

Staff Support, Training, and Supervision

- Supervise and direct managers of direct service teams for all shelter and supportive housing programs.
- Implement employee evaluation and professional development.
- Develop and expand Community Support program model at LIHI housing properties, tiny house and enhanced hotel shelters, in collaboration with Supportive Services and Housing Management staff.
- Develop and expand programs and plans that are appropriate for specific housing projects, shelter programs, and which address program participant needs. Determine feasibility, demand, appropriateness, and capacity to sustain programs for the long-term.
- Oversee, maintain and review case management records for quality assurance, training, and data management purposes.
- Participate in program evaluation and best practice development, including input from program participants, Housing Management staff, other staff and volunteers.
- Conduct staff meetings and planning sessions, and facilitate Resident Council.
- Prepare database reports and ensure proper staff training on database use.
- Develop and manage support services department budget.

Information and Referral/Case Management

- Curate and distribute case management information and referral resources to case management team.
- Ensure support services managers maintain updated information tools for tenant use in accessing community resources.
- Ensure case management and service planning for selected residents are provided, who are either referred by building management as at risk of eviction, or self-identified.

- Ensure referrals, initiate services and/or secure contracts with other agencies to address behavioral health needs, such as mental health, substance abuse, chemical dependency, or disability issues.
- Oversee implementation of a housing first or harm reduction model in permanent supportive housing, tiny house villages and shelters.
- Build relationships and partnerships with local agencies to ensure adequate supports to meet the needs of LIHI residents.
- Work collaboratively with building management and Supportive Services staff to increase stability and retention of tenants in LIHI housing.

Community Building

- Ensure support services staff coordinate with community organizations, public agencies, and volunteers to ensure access to on- and off-site activities for residents.
- Oversee staff efforts to initiate and encourage resident involvement in community-building activities, such as community meetings, meals, and support groups.
- Produce as-needed written materials, including community newsletters, or support staff to complete this task.
- Ensure the development of resident communities that value cultural diversity.

Grants and Advocacy

- Work with Fund Development, assist in funding requests and applications.
- Participate in fundraising for LIHI Supportive Services by providing information, organizing events, and helping maintain and grow community contacts.
- Participate in public policy advocacy, education and outreach efforts. Maintain contacts with public and private funders.
- Perform other related duties as required.

Qualifications:

- Masters degree in social work (MSW)
- Minimum five years of experience supervising supportive services programs
- Demonstrated experience in developing and overseeing supportive services programs
- Experience working with homeless or low-income populations, including persons with mental health, physical disability, and substance abuse issues. Case management experience is required.
- Experience developing and managing department and program budgets.
- Knowledge of typical resources for homeless, low-income, and elderly people.
- Ability to work well with community agencies and public funders.
- Commitment to operating permanent supportive housing and programs on a housing-first model.
- Commitment to social change through the empowerment of low-income people.
- Excellent communication skills, both written and verbal. Ability to represent LIHI and speak to a wide range of audiences.
- Current driver's license and reliable transportation.
- Versed in Microsoft Office, versatile in tracking program objectives using database tools.
- Must pass background and drug screenings.

Preferred Qualification

- Licensed Mental Health Counselor (LMHC) or equally qualified licensed mental health practitioner.

New hires must be fully vaccinated against COVID-19 by their start date; except where accommodations are required by law. Proof of COVID-19 vaccine is required unless an accommodation is made.

The Low Income Housing Institute is an equal opportunity employer. Qualified members of historically marginalized and underrepresented communities are encouraged to apply. LIHI participates in the e-verify system.

About us:

The Low Income Housing Institute (LIHI) has a 30-year history and track record of owning and managing low-income housing; developing innovative solutions to homelessness; advocating for housing justice; providing supportive services; and operating hygiene services for homeless people at our Urban Rest Stops. LIHI staff have developed over 4,500 affordable housing units and manages over 2,500 units including rental housing, permanent supportive housing and transitional housing. The populations served include: families, singles, seniors, veterans, young adults, immigrants, low wage workers, and people living with physical and mental disabilities. LIHI is one of the largest nonprofit housing organizations in the state. Our properties are located in Seattle, King County, and five adjacent counties. LIHI is a national leader in sponsoring tiny house villages as a crisis solution to homelessness. Annually, the tiny house villages and shelters serve 1,000 homeless people and our hygiene programs serve over 8,000 homeless people. LIHI is a BIPOC organization committed to anti-displacement, equitable development, and social racial justice. LIHI staff is collaborative, dynamic, and dedicated to taking bold steps in ending homelessness and creating supportive communities for people to thrive.