MULTI-SERVICE CENTER JOB DESCRIPTION

| Job Title: | Economic Stability Program Director – Housing, Education and Employment Programs |
| Reports To: | CEO |
| Department: | Housing, Education & Employment |
| Classification: | Full-Time |
| FLSA Status: | EXEMPT |

SUMMARY OF POSITION:
The Director, in a programmatically efficient and fiscally sound manner, provides for the management and operations of the Housing and Education & Employment programs and other associated services of the agency.

The ideal candidate for this position is a leader who has experience overseeing a wide range of housing programs and models as well as employment, training and education programs and understands how to effectively manage a complex portfolio of contracts, funding sources, and stakeholder relationships. Position incorporates successful diversity, equity, and inclusion principles and plays a high level, key role at MSC so longevity is critical.

SCHEDULE: Monday – Friday 8:30 a.m. – 5:00 p.m. ** – 40 HOURS per week.
**Provide service during evening hours as needed

LOCATION: Federal Way & Other Service Areas (as needed)

KEY DUTIES & RESPONSIBILITIES:
Program Management:
• Manage, direct and monitor multiple programs and activities concurrently.
• Represent the agency and the program areas at various community and coalition groups throughout King County, the State or Nationally as appropriate.
• Develop and maintain program policy and procedure manuals to assure efficient, effective and consistent program services.
• Develop, implement and monitor program outcomes to assure program compliance and high standard of excellence.
• Review program to ensure equity and accessibility to ensure programs are serving diverse populations.
• Review and ensure all reports and other documents required by funders are submitted accurately and on time.
• Assure that accurate service and customer statistical and outcome data is collected by all programs for reporting purposes and that files are appropriately documented and maintained to be in compliance with all prevailing laws, rules and regulations.
• Assure that programs and services are relevant to current needs of communities served as well as implement and be knowledgeable about best practices and industry standards of performance and innovations.
• Actively seeks ways to expand and/or improve departmental effectiveness and sustainability through use of SWOT analyses, evidence based practices, etc.
• Explore and lead efforts to develop strategic partnerships.
• Development and implement of department strategic plan in alignment with agency strategic plan. Reviews the department strategic plan with the department a minimum of quarterly and actively uses disposition information to identify and implement efforts in areas of potential improvement and/or growth.
• Keeps internal and external stakeholders (including customers) informed and engaged in a timely and transparent manner.
• Communicates and works with external stakeholders including funders and other community partners
• Conduct marketing and community engagement as needed to support, education and promote department programming and services including presentations to community groups for example.

Financial and Administrative Management:
• Works with CEO and Finance Director to establish and monitor department budgets.
• Perform as a member of the Administrative Team.
• Work with the Board of Directors to development and implementation of agency program plans, goals and outcomes.
• Develop, implement and control program budget in consultation with appropriate agency employees.
• Work with appropriate agency staff to seek out creative funding opportunities and service options.
• Assure that programs and services are managed and operated within their respective and prescribed budgets.

Staff Support and Supervision:
• Recruit, train, supervise and evaluate Housing, Employment & Education staff.
• Actively engaged in hiring, retention, and employee development practices that reflect an understanding of and commitment to diversity, equity, and inclusivity.
• Promote and support employee developing across department.
• Fosters appreciation for workforce diversity.
• Provide direct supervision of the program supervisors and offer support to assist them in their respective job assignments.
• Provide other supervision of staff and/or volunteers as may be necessary to ensure efficient and effective program operations.
• Promotes and supports diversity, equity and inclusion principles in daily operations, among department staff and supports agency DEI strategic plan
• Work with direct service staff, volunteers and other Directors to develop and implement service delivery systems with MSC.
• Assure that all appropriate staff receive training in and become certified as Family Development Specialists and maintain such certification.
• Establish and conduct regular supervisory visits at each service site and assure appropriate consistency between sites.
• Other duties as assigned.

LEVEL OF SUPERVISION:
• Supervision and evaluation of all program supervisors

EXPERIENCE REQUIRED:
• Minimum of five years progressively responsible experience in program management, including including budgeting, program development, and staff supervision.
• Experience in employment, education and/or housing programs’ operations, and volunteer management highly desirable, as well as some familiarity with computer operations and databases. Knowledge of and experience in a wide range of Housing programs and models such as Housing First and transitional/emergency shelter/permanent supportive housing strongly preferred.
• Proficient in use of Excel, Word, PowerPoint, and basic database entry and report functions.
• Experience in understanding and implementing of Diversity, Equity, and Inclusivity principles preferred
EDUCATION/LICENSES/CERTIFICATION/FORMAL TRAINING:
• Minimum of Bachelors level degree in social services or related field. Master’s degree highly desirable.

ESSENTIAL ABILITIES:
• Ability to manage, direct and monitor multiple programs and activities concurrently.
• Ability to create, monitor, and implement budgets
• Ability to communicate orally and in writing with other organizations and people of diverse backgrounds.
• Knowledge of diversity, equity, and inclusivity and ability to incorporate DEI principles into work
• Ability to motivate staff to maintain superior customer service skills.
• Ability to represent the agency to the public, to professional individuals and groups and to funders in a professional manner.
• Above average computer understanding and skills.
• Ability to work in and accept a changing environment and work with staff to implement changes.
• Self-directed with good organizational skills.
• Ability to write quality grants and proposals.
• Read, write and understand the English language
• Excellent communication and organizational skills.
• Ability to work independently, accurately and efficiently, with an eye for detail
• Excellent phone manners and customer service skills
• Possess a valid Washington State Driver License and auto insurance

PHYSICAL REQUIREMENTS:
These physical requirements are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation can be made to ensure people with disabilities to perform the described essential functions.
• Lifting up to 25 lbs. without assistance.
• Highly mobile position involving frequent driving, regular walking and standing.
• Walking, standing, and sitting frequently
• Stretching/Reaching, Hand/Finger dexterity, Stooping (bend at waist) frequently
• Mobility and ability to sit in front of a computer screen for long periods of time

WORKING ENVIRONMENT
• Work performed indoors in a climate controlled environment.
• Travel to MSC offices and program meetings throughout King County, the State or Nationally as appropriate.

Multi-Service Center does not tolerate discrimination of any type, and offers equal employment opportunity to all qualified persons without regard to race, color, religion, sex, national origin, age, disability or medical condition, sexual orientation, marital status, veteran status or any other considerations mad unlawful by Federal, State or local laws. Multi-Service Center is an at-will employer.

If you are interested in applying for this job opportunity, please send your resume and cover letter to: jobs@mschelps.org

Multi-Service Center is committed to promoting equal employment opportunity and diversity in the workplace. Pay Range: $72,000.00 to $75,000.00 per year.

No phone calls, please.