

POSITION TITLE: Vice President of Family & Resident Services

DEPARTMENT: Family & Resident Services

STATUS: Non-exempt

SALARY: \$80,000 - \$100,000, annually, dependent upon experience

POSITION SUMMARY:

The Vice President of Family & Resident Services (“VP”) oversees the Family & Resident Services Department (“FRS”), leading the analysis and strategic direction of programs and processes to drive enhancements and efficiencies into its operations. The VP assesses WHA resident needs and builds partnerships in the community to address those needs in elder, disabled, and family housing. The VP is responsible for staff supervision, including a team of approximately thirty employees. Reporting directly to the CEO, the VP provides strategy, leadership, training, and mentoring, establishing and monitoring department goals and budgets. The VP reviews, modifies, and develops all self-sufficiency programs and explores new options for service delivery to position the WHA to meet and exceed the diverse needs of its residents. The VP ensures compliance with regulations, policies, and grants, and that program improvements are aligned with the WHA’s overall business strategy and goals.

ESSENTIAL FUNCTIONS:

1. Regularly assess resident needs, and review, modify, and develop new options for service delivery that position WHA residents to successfully achieve self-sufficiency goals, ensuring individual resident goals are being met, as well as overall program goals.
2. Monitor program budgets, adjust as necessary, and communicate concerns to the CEO and CFO.
3. Work with the WHA Grant Writer to identify, respond to, and successfully obtain grants and other funding for new and existing self-sufficiency and resident service programming.
4. Directly supervise, provide support, training and guidance to Family & Resident Services department staff.
5. Develop community partnerships by creating and maintaining working relationships with local social service agencies to assist participants of WHA programs.
6. Create a culture of accountability, communication, problem-solving, and continuous process improvement.
7. Gather, analyze, interpret and act on all collected data and reporting effectively and efficiently and within established timelines.
8. Review workflows to identify opportunities for streamlining to achieve more efficient and productive processes.
9. Ensure process improvements are incorporated in a strategic manner and that existing processes are reviewed and updated on a regular, prioritized basis.
10. Make sure that staff are fully-trained and kept informed of program, grant, and

regulatory changes, as well as changes to administrative policies and procedures, in a timely manner.

11. Conduct periodic audits of staff work product to ensure compliance, accuracy, and adherence to WHA service expectations.
12. Establish and monitor department goals, as well as performance and training goals for direct reports and ensure that those direct reports meet established performance standards and that errors are addressed and corrected timely.
13. Monitor employee caseloads and productivity using data reports and tools to ensure tasks are completed in a timely and accurate manner, and that all data is kept up to date.
14. Work collaboratively with department managers to oversee quality assurance and training in the development of program policies, staff training materials, and informational materials for program participants.
15. Respond promptly to inquiries, complaints, and sensitive cases concerning the department.
16. Serve as the point of contact and representative of the WHA in various community committees and taskforces that work collaboratively to address issues connected to housing, homelessness, and social/human services.
17. Attend conferences, trainings, seminars, and meetings related to the department as needed.
18. Represent the WHA in meetings and presentations as needed with community partners, residents, local officials, and others.

OTHER REPOSIBILITIES:

1. Performs similar, job-related duties, as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. Minimum of a bachelor's degree (master's degree preferred) in management, business, human services, or a related field;
2. Minimum of five (5) years' experience in a program management role;
3. Minimum of five (5) years' experience supervising a staff of at least ten (10);
4. Knowledge of and experience using continuous process improvement tools, such as 5S, Lean, Six Sigma, focused improvement, kaizen;
5. Demonstrated success in areas of organizational planning, development, and program management, including budget construction and financial management;
6. Knowledge of social and human services, particularly with regard to low income/at risk families;
7. Ability to establish goals and achieve measurable outcomes;
8. Excellent analytical skills; the ability to compile, chart, track, and interpret data;
9. Excellent project management skills; ability to roll-out, implement, and monitor changes in an efficient and timely manner;
10. Excellent computer skills, adept at using Microsoft Office tools, as well as to quickly learn customized software;
11. Ability to interact professionally and courteously with people of diverse social, economic and ethnic backgrounds;
12. Excellent interpersonal communication skills, both verbal and written, as well as

- public speaking;
13. Superior negotiation and mediation skills;
 14. Ability to facilitate, coach, and lead staff in joint problem solving and collaboration;
 15. Ability to multi-task, anticipate and identify problems, and devise creative and effective solutions;
 16. Ability to be relied upon to be available for work.