



JOB TITLE: Residential Program Director
SCOPE: Full-Time/Exempt
SUPERVISION: Reports to Chief Program Officer

ORGANIZATION SPOTLIGHT:

DOORWAYS, a nationally-known interfaith non-profit, empowers clients to overcome poverty, HIV, and homelessness by providing numerous supportive services that improve Housing, Health and Hope. As a bi-state agency with broad impact, we assist nearly 3,500 clients annually. On the heels of opening our innovative 3-acre \$40M Jefferson Ave. Campus, we are poised to expand our programming to improve service provision, while taking the organization to new heights.

WHAT WE ARE LOOKING FOR:

The ideal Residential Program Director is responsible for the administration of the residential program which consists of a supportive housing project, U.S. Department of Housing and Urban Development (HUD) 811 properties, and a four-family building. The position supervises supportive service, administrative, custodial, and security staff. This position will oversee property operations, capital improvements, supportive services, and programming for the residents. She/he works under limited supervision with considerable latitude for the use of initiative and independent judgment. The candidate must be organized, flexible, have great attention to detail, and be highly capable of meeting expectations. The successful candidate will clear a background check, physical, drug test, and TB test.

Job Duties and Responsibilities:

Compliance:

- Manage budget and ensure that grants are being spent down according to guidelines.
- Prepare HUD and other funding reports by respective deadlines.
- Maintain and send TRACS/OneSite information and invoice HUD accordingly on a timely basis.
- Prepare for, coordinate, and conduct property inspections to ensure they are safe and meet all municipal codes, HUD, and DOORWAYS guidelines.

Property Management/Maintenance:

- Process rent payments and maintains tight control of client rent collections.
- Make admission and termination decisions based on guidelines, while providing new client orientation and unit placement.
- In coordination with the Facilities Manager, responsible for oversight of preventative maintenance, repairs, and capital improvements at each of the facilities including purchasing supplies and equipment.



- Manage waiting lists including securing all required client information and documentation to ensure accurate files.
- Conduct routine office hours at each housing site.
- Respond to on-site emergencies and follow-up with residents as appropriate.
- Forecast out reserve replacement accounts and request reimbursements.
- Sign lease agreements and amendments as necessary.
- Keeps control of all keys for residential program including tagging, tracking, distribution, collection, and security.
- Supervise contracted security staff and oversee daily reports provided from officers.

Supportive Services:

- Provide referrals to client service coordinators regarding behavior that violates lease and jeopardizes housing for client(s).
- Ensure staff is trained and receives appropriate continuing education.
- Attend Continuum of Care and case manager meetings as needed.
- Coordinate and attend quarterly residential/community meetings at each property.
- Review program policies and procedures regularly and update as necessary.
- Approve client service coordinator progress notes, assessments, and treatment plans to ensure proper service is being provided and progress toward individual, programmatic and agency goals is being made.
- Ensure regular community building, support groups, education classes, and other programming is available at each property and routinely evaluated for effectiveness.

Desired Qualifications:

- At least three years' supervisory experience, preferably in a nonprofit environment
- Bachelor's degree in a relevant area and knowledge of best practices in social work and housing.
- Understanding of issues pertaining to HIV/AIDS, homelessness, mental health, substance abuse, and poverty.
- Some knowledge of building systems, maintenance, and building rehabilitation.
- Prior experience in grant/funder reporting and familiarity with HUD 811, Continuum of Care (CoC), and Affordable Housing Commission (AHC) guidelines.
- Experience creating and evaluating programs in a residential setting.
- Comfortable working in a diverse setting and affinity to do so.
- Reliable vehicle, cell phone, and on-call availability.
- Ability to work a flexible schedule and lengthy hours at times.
- Exceptional multi-tasking and organizational skills.



DOORWAYS provides equal employment and social service opportunity to all regardless of race, color, sex, national origin, ability, gender, gender identity, gender expression, or sexual orientation.

If interested, please send cover letter, resume, and a completed employment application to employment@doorwayshousing.org.

ACKNOWLEDGMENT

I have read the above job description and fully understand the requirements set forth therein. I hereby accept the position of Residential Program Director and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability.

This job description is illustrative only and is not meant to encompass all possible duties that an employee may be called upon to perform or all conditions that an employee may encounter during the course and scope of the employee's employment.

I further understand that my employment is at-will and thereby understand that my employment can be terminated at-will by the facility or myself and such termination can be made without notice.

___Date

Signature

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