



DOMESTIC ABUSE PROJECT OF DELAWARE COUNTY, INC.
14 West Second Street
Media, PA 19063

POSITION DESCRIPTION

The mission of the Domestic Abuse Project of Delaware County (DAP) is to work to prevent domestic violence and empower victims to move towards self-sufficiency.

The Associate Director of Housing Services supports the mission of DAP by ensuring strong administrative oversight, continued program development, and supervision of DAP's Housing services including Emergency Shelter, Relocation services, and HUD Rapid Re-Housing (RRH) and Coordinated Entry (CE) programs. The Associate Director of Housing Services has direct client service responsibilities and works in close collaboration with the Housing Case Manager and Safe House Assistant Manager to ensure client needs are met.

This exempt position is full-time (40 hours per week), with a salary of \$60,000/year and a generous benefits package. The Associate Director of Housing Services is a member of DAP's programs leadership team and works to influence a positive organizational culture across all departments by modeling DAP's Core Values.

Essential Duties:

- Tracks and adheres to all contract requirements related to housing services
- Supervises Housing staff including full-time Safe House Assistant Manager, Housing Case Manager and Safe House Advocates through regularly scheduled individual and team supervision meetings
- Oversees shelter on occasional nights, weekends, and holidays to ensure adequate 24-hour coverage
- Facilitates department meetings with Safe House Assistant Manager, to include oversight of housing stability plans and case management goals (at minimum, monthly)
- Oversees quality assurance outcomes for all aspects of housing services
- Regularly monitors and reviews adherence to quality data entry and reporting
- Works with staff to further develop programming and monitors all outcomes and goals
- Utilizes program indicators and outcomes to inform programming
- Recruits, maintains, and develops relationships with local landlords for the RRH program
- Maintains RRH caseload, as needed
- Oversees Housing program budget
- Monitors rent payments in collaboration with the fiscal department
- Monitors individual service plans to ensure adherence to program guidelines
- Participates in grant monitoring site visits as required
- Represents the organization at coalition meetings in the community as needed
- Provides clear responses and necessary reporting for grant proposals, grant reports, or other organizational needs
- Works collaboratively with other DAP staff

- Facilitates the incorporation of organizational core values into all aspects of department culture, processes, and procedures
- Works in collaboration with the Director of Programs to ensure updated program operation and procedure manuals for shelter, relocation, RRH and CE programs
- Participates in organizational staff meetings
- Completes and submit time sheets on time

Qualifications and Competencies:

- Strong attention to detail and time management skills
- Strong interpersonal and written/verbal communication skills, to include active listening
- Basic Microsoft Office skills, including Word and Excel
- Ability to work effectively with clients, landlords, community partners and grant contract officers.
- Ability to plan, implement, and manage multiple projects
- Ability to work with diverse populations and in a multi-disciplinary setting
- Ability to build constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect
- Ability to build and lead a team of individuals in delivering a trauma-informed response in a potentially high-pressure environment
- Ability to work well independently, setting high standards of performance for self and assuming responsibility and accountability for successful completion of assignments or tasks
- Ability to work well with others and uphold a psychologically safe environment
- Ability to provide high quality and consistent supervision to staff within the department
- Maintain confidentiality and earn respect through consistent honesty and professionalism in all interactions
- Knowledge of the dynamics of domestic violence, understanding of the social service system, and housing contracts highly preferred
- Experience managing housing programs (including Rapid Rehousing) preferred
- Combination of education and experience

Work Environment:

- Work is primarily performed in an office within a secured shelter setting; with some travel for home visits
- Regular exposure to cleaning products, chemicals, and solvents
- Routine need to lift, move or transport supplies or other equipment, with a weight of up to 25 pounds, potentially while ascending or descending stairs
- Ability to provide own transportation

Other Requirements:

- Successful completion of required organizational training
- Satisfactory Criminal Background Check and other organizationally required clearances

This position description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

The Domestic Abuse Project of Delaware County is an equal opportunity employer. All employment is at will and no employment contract shall be construed from any action, document, or statement of the employer.