

The Family Crisis Center of Baltimore County, Inc.

The Family Crisis Center of Baltimore County, Inc. exists to assist individuals, families and communities in preventing and interrupting cycles of violence so all can grow stronger and move toward bold futures.

Director of Shelter and Housing

Reports to: Executive/Clinical Director
Evaluation: Annual evaluation by the Executive/Clinical Director
Supervises: Oversight of all staff with direct supervision of senior level staff members
FLSA Status: Exempt
Hours of work: Full Time
Please send a cover letter and resume to: employment@familycrisiscenter.net

Position Summary

The Director of Shelter and Housing is responsible for overall administration and management of The Family Crisis Center of Baltimore County's (FCC) Emergency and Supportive Housing Programs. The Director is responsible for managing all aspects of the department, including planning, supervision, grant management, and implementation of policies and procedures. The Director of Shelter and Housing directly supervises all Shelter and Housing Coordinators, Managers, and Case Management team.

The Director of Shelter and Housing will work to assure that the Family Crisis Center of Baltimore County, Inc. is considered a recognized leader and a premier model for family growth and wellbeing through its shelter and housing initiatives.

Specific Responsibilities include:

- Supervision and coordination of shelter and housing programs.
- Provides ample, direct, motivating staff supervision for designated positions including:
 - Ensuring smooth, effective execution of plans and competent service delivery
 - Ensuring hiring and performance that reflects the FCC mission and organizational values and enables achievement of set goals and objectives
 - Determining recommendations for staff training and development
- Cultivates and sustains relationships with funders through the community to promote the FCC mission and our work to develop partnerships, and to ensure access to important information and emerging opportunities.
- With the Operations and Finance Director prepares the program budget and tracks income and expenses on an ongoing basis, works to ensure programs are operating within the budget.
- With the support of the Grants Manager, Data Analyst and Operations and Finance Director manage all program related grants.
- Gathers information about the latest relevant trends to lead discussions and planning decisions related to program goals, objectives, and policies.
- Ensures that program policies are being followed by staff and participants.
- Ensure that on-call support is accessible 24/7 and serve as final responder in emergency situations.

- Develops, recommends, implements, and enforces program rules and procedures.
- Develops and implement strategies to ensure housing facilities are populated to capacity.
- In partnership with the Operations and Facility Coordinator, ensure the program facilities and offices are adequately furnished, supplied, healthful, and safe for staff and residents.
- Maintains staff and resident files in a confidential manner in accordance with the guidelines of FCC and applicable funders and/or agencies.
- Other duties as assigned to support FCC's mission and organizational health.

Requirements:

- Master's degree required, with preference for a graduate degree or related experience.
- Demonstrated, progressive managerial experience and leadership abilities including supervision of staff, team-building, and working with volunteers.
- Previous financial management and oversight experience.
- Excellent oral and written communications skills and the ability to relate to all levels of staff, Board, children, families, and communities.
- Demonstrates a passion for the mission of the Family Crisis Center of Baltimore County.
- Demonstrated commitment to family services through previous work as a professional or volunteer leader in human services or a related field.