Good Samaritan Haven

https://www.goodsamaritanhaven.org/job/associate-director-of-guest-services/

Associate Director of Guest Services

Overview
The Associate Director of Guest Services serves in a senior administrative role, overseeing three guest services teams at Good Samaritan Haven: the case management team, the street outreach team, and the hotel/motel support and navigation team.

Housing Case Management:
This individual will manage a small guest caseload and supervise the case management team, including the Intake & Data Coordinator and the Montpelier Shelter Manager/Case Manager. Responsibilities include leading weekly case management team meetings, participating in weekly guest care meetings, and providing individual supervision to case managers to ensure success, support, and goal achievement. The role also involves supervising the Intake & Data Coordinator to ensure accurate data intake and reporting while collaborating with the Director of Administration for timely reporting of shelter/guest outcomes.

Maintaining a caseload includes meeting with guests to identify life priorities and develop plans that focus on achieving housing stability and community integration. Support may extend to recovery and fostering connections with other service providers for overall well-being. The Case Manager will maintain a productive relationship with each guest, helping them to achieve their goals during their stay at Good Samaritan Haven.

Supervision of Other Guest Services:
This individual will supervise the street outreach and hotel/motel outreach and navigation teams, ensuring that they meet goals, are adequately supported, and report in a timely and accurate manner. This includes holding weekly meetings with team members and providing direct supervision. The Associate Director will also act as a liaison with community partners when emergencies arise, such as motel evictions or new individuals arriving in town.

Responsibilities

- Lead weekly housing case management meetings.
  Supervise individual team members on performance and best practices.
- Ensure the GSH internal case management database is fully utilized and maintained with attention to detail.
- Oversee accurate and timely use of the state HMIS system by licensed users.
- Participate in GSH guest care meetings and supervisory sessions with the Executive Director to review team performance, assistance needs, and priorities.

Case Management Specific Duties and Responsibilities:

- Provide holistic case management services, including intake, coordinated entry assessment, benefit referrals, housing applications, goal setting (e.g., recovery, mental health, job and life skills), progress monitoring, and advocacy.
- Create individualized service plans to address permanent housing and wellness needs.

- Maintain client database files, including intake documents, case notes, coordinated entry assessments, and communication with community partners.
- Assist in securing affordable housing, supportive services, and employment opportunities.
- Perform administrative tasks, including documentation, scheduling, and communication with team members.

Qualifications

- Experience working in a non-profit organization setting.
  Strong writing and communication skills.
- Excellent time-management skills with the ability to meet strict deadlines.
- Strong organizational skills with the ability to analyze data, identify areas of improvement, and develop action plans.
- Commitment to Good Samaritan Haven's mission to provide emergency shelter, support services, and hope to people experiencing homelessness.

Education

Bachelor's degree and professional experience in social work, public administration, human relations, or nonprofits preferred.

Skills

- Strong leadership and interpersonal skills.
- Desire to help others.
- Strategic thinking abilities.
- Proficiency in Google Suite or Microsoft products.
- Experience with case management databases preferred.
- Familiarity with Vermont's social services systems or experience in housing, recovery, or mental health is desired.

Position Details

This is a full-time, office/shelter-based salaried position. Benefits include health, dental, and vision insurance, paid time off, a cell phone allowance, and more. Salary is commensurate with experience.

Good Samaritan Haven is committed to equity, diversity, and inclusion in the workplace. We encourage candidates from diverse backgrounds and experiences to apply.

To apply: Email cover letter and resume to: info@goodsamaritanhaven.org