

Full Job Description
Outcomes Director – Interim Housing
Newcap, Inc.

Summary of the Role

The Outcomes Director – Interim Housing is responsible for the operational success of a team, ensuring seamless team management and development, program delivery, and quality control and evaluation. This position is responsible for ensuring accountability for agency goals and outcomes according to the strategic objectives of the organization and the requirements of assigned funding sources with a heavy emphasis on team management, development and establishing standards of performance across all lines of service.

This individual must demonstrate strong problem-solving skills, multi-task, effectively communicate with our internal and external customers, have ability to professionally represent our agency, and have a sense of humor.

The Outcome Director - Interim Housing manages interim housing operations and programming, including client services and staff functions. This role must be the calm in the storm, be able to empower their team and residents to find solutions closest to the point of necessary decision-making and hold self and others accountable while supporting enterprising actions.

Essential Values, Behaviors, Duties, and Responsibilities of a Director of Outcomes

Value Set: Working for companies whose values align with your own can help you feel fulfilled and motivated. Visible integrity and characteristics required to be successful in this role include:

1. Your personal achievement is a direct reflection of your team through their successes and ability to successfully provide services to meet the needs of those they serve.
2. The coaching and development of your team is a priority
3. Collaboration is essential to achieve the best client outcomes
4. Devotion to planning, strategy, and actively achieving outcomes through Newcap's mission, vision, and values as a team and agency

Promotes and Emulates the Following Essential Behaviors

1. Accountability of self and team
2. Resilience by resetting their vision when needed and placing Newcap on a trajectory toward future success
3. Empowerment by inspiring collaborative efforts, a common vision and systemic change.
4. Articulate the vision where there is potential for mission-based change and then enthusiastically direct the plan for getting there.
5. Use vulnerability to share their stories of struggle and success to connect with staff, the community, board and others in a way that demonstrates their humanity and humility
6. Be adaptable to manage change to move through it successfully based on client and team

needs to meet the outcomes of the agency.

7. Authentically live their purpose by aligning their passions and skills with what the organization and clients need then showing up authentically for their team, volunteers, board, and donors.
8. Altruistic Perseverance by holding the belief that what we do matters, and the humility to see the potential in everyone. Have an acute awareness that each day without action may mean a life lost.

Responsibilities and Duties

Outcomes:

- Use agency and grant/contract outcomes as well as grant/contract outputs to drive day to day operations.
- Be able to manage multifaceted projects by understanding multiple grant/contract scopes of work while meeting the needs of clients
- Share outcomes with teams to drive initiatives to enhance service delivery
- Collaborate with teams throughout the agency to meet and increase the outcomes that address the needs of our clients.
- Responsible for oversight of all interim housing activities and ensure 24/7 interim housing coverage, filling in as needed.
- Respond to emergent situations 24/7
- Complete 24 hours of Newcap designated training required per licensure during first year
- Complete 15 hours of in-service training per year
- Maintain First Aid and CPR certifications

Team Management and Development:

- Work with staff to develop objective performance measurements across all sites, to ensure consistent, high-quality evaluation, and goal setting for all employees.
- Instill a sense of accountability among team members by modeling oversight of individual and organization performance standards.
- Develop and implement strategies that will maximize connections across programs to meet the organizational and client driven outcomes.
- Recruit, hire, and oversee training and orientation of all team members.
- Provide training and performance growth opportunities for team to increase their personal value.

Documentation:

- Complete all documentation in a thorough and timely manner and adhere to grant/contract specific scopes of work
- Ensure documentation is client driven and is completed in a trauma informed way to meet the needs of the client.
- Use information systems to their full capability.

- Ensure policy and procedures are followed at facilities
- Maintain compliance with local, state, and federal shelter policy and procedure

Resource Utilization:

- Actively participate in agency projects to improve our ability to serve our clients, productivity, and cut costs through innovative initiatives.
- Manage resources provided by grants/contract with full transparency.
- Successfully manage and balance the team to their fullest capabilities and strengths. Our teams are our greatest resource.
- Responsible for the daily operations of the interim housing sites including, cleanliness, safety, and security of the facilities to ensure the buildings and facilities are maintained as necessary to provide a safe and effective environment for employees, clients, volunteers, and visitors.

Community:

- Establish communication and rapport between persons in community and agency to enhance service delivery.
- Develop and maintain relationships with community advocates to create collaborations.
- Assist team members with incorporating a mindset and practice that holistically works with households to identify barriers that prevent them from achieving their dreams.
- Attend local and state meetings applicable to shelter such as neighborhood association meetings
- Facilitate and respond to neighbor intervention meetings
- Coordinate volunteer and intern efforts including recruiting, training, supervision, and scheduling to support staff and guests.

Agency expectations:

- Adhere to agency policy and procedures.
- Exceptional communication and organizational skills.
- Maintain a positive and respectful attitude.
- Demonstrate flexible and efficient time management and ability to prioritize workload.
- Consistently report to work on time prepared to perform duties of position.
- Has a strong work ethic having the needs of the organization and the clients as the primary priority.
- Ambassador for Newcap, Inc., along with all employees, and responsible for marketing/promoting the organization and its programs both internally and externally.
- Demonstrates leadership to gain and maintain credibility, trust, and respect of all employees.
- Proactively and effectively communicates the knowledge gained from education to others in the organization, through the use of presentations, e-mails, and conversations.
- Knows and upholds the Community Action Code of Ethics
- Knowledge of Newcap's Strategic Plan and how their position impacts its' successful achievement.

Baseline Core Competencies Required for Position

- **Decision Making-** Determine issue and circumstance, learn more and create solutions, analyzes the advantages and disadvantages of each option, make choice, communicate the choice, sometimes on the fly and be willing to pivot.
- **Authentic Listening-** Understands the will of a team and clarifies that will. Always listening with an open heart to what is being said and not said. Hear one's own inner voice with reflection and contemplation.
- **Communication (Upward/Downward/Sideways)-**
 - **Downward:** Appropriate transmission of information from higher to lower levels of the organization.
 - **Upward:** communication that travel from staff member to leader (This is necessary not only to determine if staff members have understood information sent downward but also to meet the ego needs of staff).
 - **Horizontal:** Enhance Coordination across departments and locations.
- **Accountability-** Being able to answer to the actions and decisions made by you and by those you lead and trust. It means having both the vision of a leader, and the resourcefulness to execute on it.
- **Emotionally Intelligent-** Ability to understand and manage your own emotions, and those of the people around you while understanding how your emotions and reactions affects those around you.
- **Critical Thinking-** Analyze available facts, evidence, observations, and arguments to form a judgement that is thoughtful taking into consideration the back end. There is time to rush/react and there is a time to reflect/resolve.
- **Foresight-** Use strategic intuition in thinking and behaviors. Use intuition based in the past, the present, and the future decision-making process.
- **Flexibility-** Modify their style or approach to leadership in response to uncertain or unpredictable circumstances. Adapt to changes as they come and revise plans to incorporate new innovations and overcome challenges, while still achieving their goals. Be flexible to staff needs and lives outside of the org.

QUALIFICATIONS, EXPERIENCE, AND SKILLS:

- Successfully operationalizing innovative programs with tangible outcomes based on client need.
- Strong project management skills managing complex, multifaceted projects resulting in measurable successes and program growth.
- Proven experience in identifying, managing, developing, coaching, and retaining individuals and teams, empowering them to elevate their levels of responsibility, span-of-control and performance.
- Excellent verbal and written communication skills with exceptional attention to details
- Personal qualities of integrity, credibility, and a commitment to and passion for Newcap's mission
- Experience working with low-income individuals and families preferred.
- Should have demonstrated experience in housing operations of a short-term nature
- Verifiable leadership experience

