



Director of Housing & Resident Services

Organization:	Zelie's Home
Job Title:	Director of Housing & Resident Services
Type of Position:	Full Time Position; Salaried; 40 hours per week; In person
Location	Lakewood and Garfield Heights, Ohio
Salary	\$60,000 - \$65,000 based on experience

Position Description

Job Purpose:

Reporting to the Executive Director, the Director of Housing & Resident Services leads resident programming and staff supervision to ensure a stable, mission-aligned environment. This role drives outcomes through data-informed evaluation, fosters staff development, and contributes to the vision and growth of Zelie's Home.

Responsibilities:

Team Leadership & Staff Supervision

- Provide direct supervision to Housing and Resident Services staff while serving as a collaborative leader within the organization, fostering team stability, accountability, and alignment with the mission through regular check-ins and yearly reviews.
- Facilitate regular department meetings for Housing and Resident Services staff.
- Maintain positive working relationships with all staff members. Be available for conversations with staff members by using office hours effectively.
- Ensure schedules created by staff members (duty, vacation, retreat, program) are effective and fair.
- Support the House Managers to ensure that house coverage and transitions are implemented well.
- Ensure completion of new hire/exit paperwork.
- Review and approve timesheets.
- Design, schedule, and evaluate a robust professional development program to build staff capacity, including trainings, formations, and access to external learning opportunities.
- Collaborate with the Executive Director and HR Director to ensure alignment of professional development initiatives with organizational goals.
- Support team members in setting and achieving individual professional goals, including skill development and leadership growth.
- Identify resources and partnerships that enhance the learning and well-being of the Housing & Resident Services team.
- Plan and facilitate retreats and reflective experiences that promote staff growth, renewal, and alignment with organizational values.
- Create the on-call rotation and serve as point of contact for on-call staff.

Program Oversight & Resident Outcomes

- Ensure programs reflect the mission, vision and core values of Zelie's Home.
- Design and implement systems to track, evaluate, and report on resident outcomes during and after their time at Zelie's Home.
- Use data to assess program effectiveness, identify areas for improvement, and support continuous quality improvement.
- Develop and oversee outcome measurement tools and processes aligned with strategic goals and community impact.
- Ensure that decisions reflect the values and policies of the home.
- Input and archive programmatic data.
- Oversee the overall functioning, cleanliness, and upkeep of the homes, ensuring they meet organizational standards for safety, comfort, and hospitality.
- Coordinate and participate in community outreach opportunities such as speaking engagements and presentations.

Strategic Leadership & Organizational Vision

- Collaborate with the Executive Director and Leadership Team to implement the vision and strategic plan of Zelig's Home, including potential expansion or replication efforts.
- Identify and propose programmatic innovations that respond to community needs and align with organizational growth goals.
- Represent Zelig's Home at local and regional meetings to build relationships that support mission expansion and increased program visibility.

Collaborative Efforts

- Provide onsite leadership and support during crises, emergencies, or high-conflict situations; collaborate with mental health providers as needed, attend complex case meetings, ensure proper documentation (including incident reports), and follow up with the Executive Director as appropriate.
- Mediates and leads important conversation/safe space conversations with moms, staff, volunteers etc as needed.
- Participate in meetings with appropriate teams for easy and transparent information sharing.
- Coordinate decisions with the managerial team. Ensure documentation is consistent and in order when the Housing & Resident Services team considers asking a mom to leave or giving notices that affect safe housing. If issues arise and/or final decision is needed, consult the Executive Director.

Qualifications:

- BA in related field required, MA preferred.
- 5-7 years' experience in nonprofit or social service management
- Proven track record of successful leadership in a nonprofit setting
- Experience in program development and evaluation
- Ability to inspire and motivate staff and volunteers
- Excellence in organizational, supervisory and communications skills.
- Experience working with vulnerable populations, addiction, poverty, people from diverse, racial, ethnic, and socioeconomic backgrounds
- Ability to work effectively in a dynamic, fast paced environment.
- Alignment with Zelig's Home core values and sanctity of human life.
- Valid driver's license with good driving record and proof of insurance.

Preferred Qualifications:

- Masters in Social Work
- Masters in Business Administration or Nonprofit Administration
- Master of Public Administration

Benefits:

- Salary
- PTO
- SIMPLE IRA match
- Health insurance stipend
- Wellness stipend
- Counseling reimbursement
- Access to basic necessities (including food and hygiene products)
- Optional supplemental insurance options