

JOB TITLE: Director of Emergency Services
REPORTS TO: Assistant Executive Director
DEPT: Programs

STATUS: REG/FT/Exempt
SCHEDULE: 8am – 4pm (flexible)
SCORE: 551

Light of Life Ministries, Inc. considers every position one of caring for our clients and a vital and valued part of our team. Therefore, it is essential that all employees have a personal relationship with Jesus Christ and subscribe to our Statement of Faith and Core Values.

SUMMARY OF POSITION

Leads all aspects of an Emergency Shelter serving the street homeless. Oversees managers of the Men's Shelter, Women's Shelter, and Outreach group. Administers care with Christian love, understanding, and compassion according to organizational core values. Monitors and guides the delivery of services aligned with Mission strategies, resources, and data. Accountable to attain strategic outcomes while building a cohesive team.

PRIMARY RESPONSIBILITIES

1. Represent senior leadership in implementing organizational strategies throughout the men's shelter, women's shelter, and outreach departments.
2. Lead the formation of department goals and the consistent execution of shelter protocols.
3. Instill a culture of trust and collaboration with the shelter and among other departments.
4. Work closely with the Director of Longterm Programs to enable smooth client transitions within Light of Life's continuum of care.
5. Oversee the quality of internal reports and case notes in compliance with regulations and grant requirements.
6. Represent Light of Life's Shelter Services within various public forums for homeless policies and advocacy.
7. Serve as a resource for guest crisis intervention while mentoring and coaching staff.
8. Analyze data for decision-making and allocation of resources.

Due to the interface with the clients, all jobs at Light of Life require employees to:

- Participate in the ministry of Light of Life Rescue Mission and walk alongside clients sharing the Gospel of Jesus Christ with them through actions and words.
- Resolve all issues in ways that promote the principles of Light of Life while following the processes described in the Light of Life staff handbook.
- Practice Christlike stewardship of all resources.
- Subscribe to and embrace Light of Life's Statement of Faith, Values, and Principles.

EDUCATION, LICENSURE, AND EXPERIENCE

- Bachelor's degree in social services, human services, or a similarly relevant field
- 5 years relevant experience managing large teams and facility operations
- Knowledge of drug and alcohol, mental illness, homelessness and poverty issues, 12-Step/recovery strongly desired.
- Expertise in clinical treatment setting working with clients with dual diagnosis.
- HMIS experience and knowledge preferred

SKILLSETS & KEY ATTRIBUTES

- Well-organized, quick-thinking and able to multi-task.
- Skilled at instilling a functional structure, maintaining procedures, and exercising wisdom in knowing when to adapt.
- A confident, calming presence grounded by spiritual maturity.
- Assertively diplomatic in ways that enable conflict resolution, peacekeeping, and the reconciliation of coexisting priorities.
- Ability to assess data in decision-making on subjects including budgets, scheduling, resource allocation, and industry trends.

WORKING CONDITIONS

The setting is a day center and overnight shelter in an urban location. One must be able to climb stairs, move throughout a building, and sit at a desk on a regular basis.