



new destiny
housing

JOB DESCRIPTION
Assistant Director
of Housing Stability
Services

New Destiny's mission is to end the cycle of domestic violence and homelessness for low-income families and individuals by developing and connecting them to safe, permanent, affordable housing and services. To achieve its mission, New Destiny builds and manages housing with on-site services; offers innovative programs that assist survivors in finding and retaining affordable housing; and works to expand access to permanent housing resources for survivors. New Destiny is the largest provider of supportive housing for domestic violence survivors in New York and is a leading advocate in the effort to obtain the resources needed to end family homelessness in New York City.

Job title	Assistant Director of Housing Stability Services
Reports to	Kristen Baker, Director of Housing Stability Services
Location	Brooklyn, Queens or the Bronx

Job Purpose

Housing Stability Services was established to enhance the services provided to survivors of domestic violence. Accessing permanent housing is the first step in ending the cycle of domestic violence and homelessness and New Destiny recognizes the tremendous value that additional resources can offer to: (1) strengthen their ability to access housing; (2) help sustain their housing security and (3) create pathways to long term stability and growth.

New Destiny Housing is seeking an Assistant Director to join the Housing Stability Services team and provide oversight of the Resource Coordination program including direct supervision of a team of 6 Resource Coordinators. The qualified candidate will report directly to the Director of Housing Stability Services and have the following responsibilities:

Duties and Responsibilities

Supervision:

- Supervise team of Resource Coordinators, through regular individual and group supervision meetings.
- Provide onboarding and training to Resource Coordinators; support onboarding of other Housing Access and Stability Services staff.
- Ensure client-facing materials supporting housing stability are current, and work with supervisor to identify additional tools and resources to support participants and coordinators alike.
- Ensure staff meet targets including monthly service targets, client program entry and exit requirements and quarterly supportive services targets.
- Manage Resource Coordinators' caseloads and other responsibilities to mitigate service gaps

Direct Services:

- Support Resource Coordinators in conducting needs assessments for clients referred by Housing

Access team who are seeking supportive services and aftercare.

- In partnership with the Assistant Director of Housing Access, manage internal referrals to resource coordinators to ensure participants access supportive services in a timely manner. Conduct case conferences with colleagues when appropriate.
- Confirm client and vendor eligibility and approve monthly rental assistance payments as well as one time and ongoing payment requests for other supportive services such as childcare, vocational/educational training, and mental health services in accordance with funding guidelines and internal protocols.
- Provide support to the team in meeting client needs regarding changes in vouchers and subsidy and rental assistance plans as needed based on changes in income, unexpected or emergency expenses, etc.
- Provide close supervision and support to staff who act as liaison among high needs participants, landlords, and other applicable groups (government agencies, community-based organizations, etc.) after placement.
- Escalate cases to supervisor, HSS colleagues, and New Destiny staff as appropriate.

Data Management:

- Work with Director of Housing Stability Services and Data and Evaluation staff to ensure that weekly and monthly reports accurately monitor progress of individual staff and overall program goals.
- Maintain data integrity through regular supervision and quality assurance measures established in coordination with Data and Evaluation.
- Independently review internal reports to assess program performance and guide supervision with direct reports.

Partnership Management:

- Facilitate workshops and orientations alongside Housing Access and Stability Services colleagues to meet the needs of participants and partner agencies.
- Maintain and establish new relationships with other community-based organizations and manage flow of outgoing referrals.

Qualifications

- Have at least (5+ years) experience working in the fields of domestic violence or related social services and bachelor's degree in social work or related field. Lived experience with domestic violence and/or housing insecurity will be considered equally to professional and educational experience
- Have at least one year of supervisory experience working with a similar client population
- Demonstrated experience using data to inform program decisions, supervision, and identifying trends
- Have professional proficiency in one of the ten designated citywide languages (strong preference)
- Be responsible, flexible, a self-starter and able to work independently
- Be an excellent oral and written communicator
- Have experience in interacting with people from diverse backgrounds
- Working knowledge on the availability and means to access public benefits, primarily housing subsidies, public assistance, and agencies that provide specialized support to clients in need

- Be comfortable traveling within NYC as needed to provide support to clients and HousingLink activities

Compensation/Benefits

Starting salary is in the range of low to mid \$70s. Competitive benefits. A hybrid model allowing for work from home days will be available for this position; in-office days may be at an office in Brooklyn, Queens or the Bronx. * This is a full-time position with a benefits package including medical, dental, vision, short disability, PTO paid holidays and 401(k). EOE

How to Apply

Please submit your cover letter and resume to resumes@newdestinyhousing.org placing "**Assistant Director of Housing Stability Services**" in the Subject Line of your e-mail.
