



TITLE: DIRECTOR OF SOCIAL SERVICES

BACKGROUND:

Urban Strategies, Inc. (USI) is a Brooklyn based 501c3 non-profit, social service agency that endeavors to continuously strive to promote, empower, enhance, motivate, and contribute to the general well-being of the youth and families in the community at large in New York City. The organization is committed to addressing the critical issues throughout New York City such as homelessness, unemployment, childcare, hunger, and education. USI is hiring a number of positions for a temporary shelter site in Brooklyn, NY.

POSITION SUMMARY:

Reports to the Program Director and is responsible for the effective and efficient management of the Social Services Department. The Director of Social Services plans, guides, and oversees the daily internal operations to ensure compliance with applicable laws, policies, procedures, standards and guidelines. The Director of Social Services development, compiles, tracks, maintains and reports social service-related deliverables while supervising the work of the Social Services Supervisors, Case Managers, Employment Specialists, Housing Specialists, and Entitlement Specialists.

QUALIFICATIONS:

- Bachelor's Degree in Social Work or a related field, from an accredited university, with at least five years supervisory experience working with at risk adult populations in a group or individual setting.
- Master's Degree in social work or a related field, from an accredited university, and at least three years supervisory experience working with at risk adult populations in a group or individual setting.

RESPONSIBILITIES:

- Supervises and coordinates the day-to-day work of all staff within the social services department to ensure fulfillment of their specific duties
- Responsible for the timely orientation and training of all staff and volunteers within the department
- Monitors, tracks and compiles basic statistical data for the agency and funding source from intake through residency and discharge to evaluate outcomes
- Ensures that all staff interactions with residents are in compliance with Department of Homeless Services (DHS) rules and regulations
- Ensures that all new residents receive a comprehensive orientation on rules and regulations governing their stay at the facility, and are actively complying while engaged in programs geared towards independent living
- Ensure the security, confidentiality and maintenance of accurate files, database entries, reports and other documentation, as may be required by the agency or DHS.
- Coordinates and works promptly with DHS representatives to resolve difficult resident related issues.

- Works closely with staff to ensure that all adverse service findings, citations or deficiencies are quickly addressed and corrected.
- Conducts performance evaluations of staff within the departments.
- Creates and implements corrective action plans to improve performance.
- Reviewing and approving housing packages.
- Provide a bi-weekly report to the program director.
- Ensures the equitable distribution of case files and workload.
- Works with social services supervisors and case managers to resolve especially client issues.

Annual salary range is \$70,000-\$75,000.

Candidates interested in the position should submit a cover letter, resume, and three references to USINYJobs@rfwconsultants.com with “Director of Social Services Position” in the subject line by Friday, November 4, 2022 by 5pm.