



-Vacancy Announcement -

The Housing and Community Development Authority is accepting resumes for a **Director of Community Services**

To be considered for this position, applicants must:

E-mail a resume, cover letter, and a one to three page professional writing sample to Donna Billiard Wright at dowright@ihcda.in.gov with the title of the position in the e-mail subject line.

Additionally, candidates will also need to apply to job ID 604951 via the state's job bank at www.IN.gov/spd. To apply, click on:

- Employment Opportunities
- Apply Now
- Register now

The position offers a competitive salary, commensurate with relevant education and work experience. This position is housed in IHCDA's Indianapolis headquarters and will require some travel.

Please see next page for job description.

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EQUAL OPPORTUNITY EMPLOYER AND HOUSING AGENCY

State of Indiana
Lieutenant Governor
Eric Holcomb



Our Mission: IHCD helps build strong communities by providing financial resources and assistance to qualified partners throughout the State of Indiana in their development efforts. A primary focus of IHCD is providing a continuum of housing from homelessness to homeownership, with a focus on low to moderate income Hoosiers.

IHCD Job Expectations

Title	Director of Community Services	Exempt
Reports to	Chief Community Programs Officer	Date last revised: 10/11/16
Supervises	HMIS Manager Community Services Administrator Homeless Assistance Coordinator Community Services Analyst Coordinated Entry Analyst	
Summary	The Director of Community Services contributes to fulfilling the IHCD mission and meeting strategic and annual IHCD operational and program goals by overseeing overall management and strategic direction for the following programs: Homeless Management Information System (HMIS), Shelter Plus Care, Permanent Supportive Housing for Persons with Disabilities, Housing for Persons with AIDS, Emergency Solutions Grant, Tenant Based Rental Assistance program all funded by the Department of Housing and Urban Development and the Collaborative Applicant and HMIS Lead role with the Balance of State Continuum of Care Board, its committees and fifteen Regional Councils. The Director develops and coordinates resources among IHCD divisions, outside resource partners and sub-grantee partners to improve the capacity and services provided in these programs.	
Evaluation of performance	Performance will be evaluated based on achieving key outcomes described in this job description, including specific goals, deadlines, and other quality indicators; working effectively in a team environment; interacting positively with partners; demonstrating customer service; and working efficiently and effectively within required specifications, policies, and standards established by IHCD and its associated governing entities. Evaluation will also focus on successful management of full-time, part-time, and contracted staff.	

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<p>Key outcomes expected</p>	<p><u>Leadership Outcomes:</u></p> <ol style="list-style-type: none"> 1. Maintain a climate that attracts, retains and motivates top quality personnel. 2. Train, enable and empower staff by: <ol style="list-style-type: none"> a. transmitting IHCDAs' mission, vision, strategic priorities values, and direction; b. respecting and using the skills, expertise, experience and insights of staff; c. providing direction and resources, removing barriers and helping develop staff's skills; d. articulating expectations and clarifying roles and relationships; e. encouraging staff to question organizational assumptions and ask strategic questions; f. ensuring quality decision-making; g. anticipating conflicts and facilitating resolution; h. engaging staff in process as well as tasks; i. delegating (encouraging staff use their power, practice their authority, and accept their responsibility); j. conducting regular team meetings; k. modeling behavior; l. setting aggressive yet achievable goals and providing tools and environment for staff to achieve those goals; and m. coaching staff to success. 3. Integrate various aspects of programs that may have existed in silos into a team with a cohesive vision and strategy. 4. Attend and participate in supervisor and management meetings within IHCDAs. 5. Develop a vision statement for Division. <p><u>Planning, Budgeting and Strategy Outcomes:</u></p> <ol style="list-style-type: none"> 6. Annually develop, implement and evaluate strategic direction for the programs under Director's oversight, including all program area objectives, IHCDAs' overall objectives, resource partners, subgrantee partners and client needs. 7. Develop, implement and achieve short- and long-term objectives, set measurable goals and report on success. Contribute to the success of IHCDAs' Strategic Goals. 8. Develop and coordinate resources among IHCDAs departments, resource partners and subgrantee partners to improve the capacity and services provided in these programs. 9. Develop working relationships with external partners on effective funding strategies, data management, client services and grant and contractor contracts and relationships. 10. Responsible for creating, maintaining and adhering to program budget created for IHCDAs and for federal and state funding sources in coordination with Community Services staff and the HMIS Manager. 11. Track national and state trends and legislation concerning department funding or policy impact and work with IHCDAs legislative services and the executive team to maintain or update program policy as necessary. 12. Work in coordination with IHCDAs Legislative and Policy Affairs Director to maintain and enhance the department's State funded programs and legislative bills. 13. Coordinate with IHCDAs departments on behalf of Community Services to ensure effective and efficient program management. 14. Represent IHCDAs and the Community Services programs on external committees, at grantee events and at national organizations. 15. Serve as IHCDAs' Federal and State representative with the various funders and partners. <p><u>Program Management Outcomes:</u></p> <ol style="list-style-type: none"> 16. Oversee and coordinate management and successful delivery of program benefits and compliance utilizing the following Department of Housing and Urban Development (HUD) funded programs:
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- a. Homeless Management Information System (HMIS),
 - b. Shelter Plus Care,
 - c. Permanent Supportive Housing for Persons with Disabilities,
 - d. Housing for Persons with AIDS,
 - e. Emergency Solutions Grant,
 - f. Tenant Based Rental Assistance program, and
 - g. Various local and State funding sources.
17. Oversee and coordinate management and successful delivery of the roles of Collaborative Applicant and HMIS Lead Governance Charters in coordination with the Balance of State Continuum of Care Board, its committees and the fifteen Regional Councils.
 18. Work collaboratively and support IHCDCA's initiatives and strategic goals.
 19. Coordinate overall administration of grants, contracts, MOUs and MOAs with subgrantees, other State agencies and contractors.
 20. Ensure subgrantees' and contractors maintain appropriate organizational capacity.
 21. Ensure division is represented with current and relevant website content, newsletter articles, email newsletters and representation at community events.
 22. Coordinate monitoring plans and the develop and apply risk assessments and sanctions, as necessary, among program staff and IHCDCA's Internal Auditor to effectively resolve issues, track progress and ensure federal compliance.
 23. Oversee legal, legislative and marketing issues impacting Community Services division.
 24. Coordinate documentation requests and appeals from funders, constituents and legislators.
 25. Coordinate monitoring visits made by federal or state funders, OIG and annual IHCDCA audit.
 26. Oversee the development and implementation of working relationships with state agencies, federal partners, local resource partners, sub-grantees, and professional services vendors.
 27. Oversee overall development, submission and approval of IHCDCA's portions of the consolidated plan and funding applications for federal, state and local funding annually including any amendments.
 28. Oversee the overall submission of required federal and state reporting requirements.
 29. Manage the development of Policies and Procedures manuals and Standard Operating Procedure Manuals for all programs under this division and ensure they are based on federal and state regulations. Ensure implementation by staff and subgrantees through effective monitoring and maintain effectiveness through annual updates.

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<p>Critical skills, knowledge, and behaviors</p>	<p>Highly collaborative style, and highly functional working with a variety of individuals with diverse backgrounds, education, and economic levels.</p> <p>Strong track record as an implementer who thrives on managing a variety of high priority initiatives concurrently. Excels at juggling multiple requests under time and resource pressures, while remaining flexible to changing assignments and agency priorities.</p> <p>Self-starter, able to work independently, and entrepreneurial; enjoys creating and implementing new initiatives.</p> <p>Ability to lead a high-performing team in a collaborative and results-oriented manner. Possesses skills, abilities and desire to lead, develop and empower staff.</p> <p>Strong attention to detail and follow-through.</p> <p>Demonstrates a high level of problem-solving ability.</p> <p>Demonstrates exceptional communication and interpersonal skills, with an ability to influence and persuade across IHCDAs.</p> <p>Demonstrates exceptional writing and editing skills.</p> <p>Proactive in anticipating and alerting others to problems with projects or processes.</p> <p>Able to maintain confidentiality of agency information.</p> <p>Demonstrates customer service orientation.</p> <p>Possesses business related computer skills including Microsoft Word, PowerPoint, and Internet usage (e-mail). Knowledge and experience in public or government contracting, employment law, grant management, not-for-profit, community development, or corporate law and other similar areas.</p>
<p>Education, experience, degrees, licenses</p>	<p>Experience in management, supervision and federal and/or state grant funding required.</p> <p>Experience with HUD Continuum of Care and HUD HEARTH programs preferred.</p> <p>At least 5 years managing government or nonprofit social service programs required.</p> <p>Bachelor's degree required; Master's degree in business or public administration preferred.</p>
<p>Work environment and physical demands</p>	<p>Work is performed in an office environment.</p> <p>Must be able to work proficiently with computers and other office equipment.</p> <p>Travel throughout the State of Indiana and the U.S. required approximately 15-20% of the time.</p>

IHCDAs are an Equal Employment Opportunity employer and will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, disability or veteran status. IHCDAs will take affirmative action to ensure that applicants are employed and employees are treated during employment, without regard to their race, color, religion, sex, national origin, disability or veteran status, including, but not limited to, employment, promotion, transfer, recruitment, layoff,

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termination, rates of pay, and selection for training. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or veteran status.