



Wellspring House, Inc.

Director of Shelter Services & Housing Opportunities – Gloucester / North Shore

Who We Are

Founded in 1981, Wellspring House Inc. is a leading non-profit organization with programs extending throughout the 20 cities and towns of Massachusetts' North Shore region. Our mission is to inspire families and adults to achieve employment and financial stability through stable housing, education, job training and career readiness.

Reports To: Executive Director

FLSA Status: Exempt, 40 hours per week

Salary: \$75,000 - \$85,000

Benefits: Generous benefits package includes BCBS medical, Delta Dental, life and disability insurances, 3% matching, SIMPLE IRA, sick days, 3 weeks of paid vacation, and 13 paid holidays

Required Qualifications and Experience

- Commitment to working to end homelessness and to secure social and economic justice for low-income families.
- Understanding the systemic causes of homelessness.
- 10+ years of experience in mission-based, non-profit organizations including health care, social services, housing, shelter, adult education, and other relevant fields.
- 5+ years of experience in non-profit program management.
- Significant experience supervising staff, preferably in programs for low-income individuals and families.
- Demonstrated written and verbal communication skills, organizational skills, and computer proficiency, including using the Microsoft Office Suite.
- Willing to work flex hours to meet the demands of the job.
- Bilingual, English/Spanish preferred.
- CPR/First Aid certification (can be obtained upon hire).

Essential Duties and Responsibilities

The Director of Shelter Services & Housing Opportunities is responsible for facilitating the daily operations of Wellspring's family shelter and affordable housing properties. The Director supervises a staff of 5 full-time, 3 part-time and 4-6 Per Diem employees. They serve as an active member of a 7-person interdisciplinary Senior Team, providing collective leadership to build and sustain a healthy and cohesive organizational culture.

Wellspring provides shelter to 5-15 families each year at our downtown Gloucester location. In 2023 we seek to add additional apartment units in close proximity to the free-standing congregate family shelter. Families who depart from the shelter program into longer-term housing continue to receive Stabilization support services from Wellspring for up to 24 months.

Family Shelter & Stabilization*

- Provide leadership for the integration of all program components of the shelter: case management and advocacy for guests, education & training programs, and follow-up stabilization services to meet family's needs.
- Collaborate with shelter team and Property Manager to provide a safe, welcoming physical environment that meets all local regulatory and state contract requirements.
- Ensure that all program components comply with Wellspring's EOHLC, LHAND, IHR and other potential contracts.
- Attend required meetings for Family Shelter programs.
- Lead Wellspring's Annual Review process with EOHLC.
- Ensure proper protocols are in place for mandated reporting of child abuse and neglect to the Department of Children and Families (DCF).
- The Director of Shelter Services is the designated Shelter Guest Rights Officer.
- The Director of Shelter Services is the designated AIDS Education Coordinator and ensures this education is available to guests.
- Ensure that file storage procedures comply with Wellspring's Written Information Security Plan (WISP).
- Monitor all record keeping, provide data as required for state billing, funding sources and annual audit.
- Complete or ensure that staff complete all required reports for state contracts in a timely fashion, including reporting from Efforts to Outcomes (ETO).
- Collaborate with Wellspring's Executive Director & Homelessness Prevention Manager, colleagues at EOHLC and LHAND, to improve and maintain systems of referral, screening, and approvals for EA Shelter for North Shore families.
- Participate in the North Shore Housing Action Group (NSHAG) or assign another member of the team to represent Wellspring.

*** EOHLC = Executive Office of Housing & Livable Communities; LHAND = Lynn Housing & Neighborhood Development; IHR = Institute for Health & Recovery; DTA = Department of Transitional Assistance.**

Chestnut Street SRO

- Collaborate with Service Coordinator and Property Manager to provide a safe and welcoming physical environment that meets all local regulatory requirements.

- Ensure proper protocols are in place for rent collection and documentation as well as file maintenance, especially related to tenancies.
- Collaborate with Service Coordinator & Property Manager in response to any crises or emergencies that may arise.
- Supervise and support outreach and onboarding functions, including working with Gloucester Housing Authority for smooth application processes, lease-ups, move-ins, and departures of tenants.

Future Housing Opportunities

- Work in collaboration with Executive Director and Board of Directors' Finance Committee to facilitate strategic decision making for future use of Wellspring's property assets. Wellspring's goal is to best use these assets in keeping with Wellspring's mission and the needs of the community.
- Serve as Wellspring's representative to the Gloucester advocacy group, Housing 4 All.
- Build a pilot network of local landlords who prioritize tenant referrals from Wellspring, especially families exiting Family Shelter programs.

Personnel Responsibilities

- Ensure adequate and reliable shelter coverage 365 days a year, 24 hours a day.
- Participate in administrative on-call rotation & serve as back-up when there are gaps in the on-call coverage schedule.
- Ensure that staff have individual supervision on a regular basis, i.e. at least biweekly for full-time staff.
- Provide regular staff training and coaching opportunities for professional and skills development.
- Ensure staff participation in EOHLIC-sponsored, mandatory trainings.
- Provide ongoing opportunities for mandated reporter training for child abuse and neglect.
- Ensure that all staff are up-to-date in CPR and First Aid certifications.
- Hire for any staff positions when vacancies or new positions occur.

External Collaborations

- Serve as a liaison with other agencies, associations, organizations, etc. on the North Shore and in the Commonwealth collaborating on projects to address the needs of homeless families.

- Oversee Wellspring's participation in the CARE (Cape Ann Resource Exchange) Network.

Other duties may be assigned as programmatic or staffing changes require new job responsibilities.

How We Do Our Work

Wellspring's Family Shelter & Stabilization program brings together a talented staff team who have a good deal of lived and work experience in the area of housing and homelessness. We take a 'whole person' and 'whole family' approach to link families with as many resources as possible including food, childcare, transportation, banking and credit repair opportunities, etc.. Finally, when it's the appropriate time, we link parents with education and job training opportunities both within and outside of Wellspring so that they can start to earn higher wages. The goal is for families to move beyond a period of crisis or financial stress to a new phase of life with stable housing and reliable income.

Location and Schedule

This is a full-time, 40/hour per week role based in Gloucester, MA, while supervising casework for families living in Peabody, Salem, Beverly and other towns. Wellspring properties are reachable by public transportation. The position includes work-from-home flexibility one day per week.

Send Initial Application with cover letter and resume to: DirectorSSHO@wellspringhouse.org

In the subject line, write your name and the position title. We will contact ONLY those individuals selected to continue in the search process. No phone calls please.

Wellspring is an Equal Opportunity Employer that is committed to creating an inclusive organization. We actively seek a diverse pool of candidates for this position.