Director of Social Services and Community Outreach

The Jubilee Association provides a comprehensive program of human services addressing the needs of the homeless, disadvantaged, and marginalized people of Pittsburgh in a welcoming atmosphere that extends dignity and respect to every guest. Jubilee’s vision is to help people move from dependence to independence, from brokenness to self-sufficiency, and from powerless to empowered. Jubilee accomplishes this by providing needed services, assisting guests in obtaining services from other providers, helping guests apply for entitlements/income, and accessing other community resources.

Overview

The Director of Social Services and Community Outreach is a newly formed position for Jubilee. This position requires a strong strategic thinker who enjoys program development, program evaluation, and community outreach and engagement. This individual will lead the development of a robust case management program. They will also update and strengthen community outreach and engagement strategies. This updated case management program will provide structure to best serve Jubilee’s guests and assist them in setting and meeting immediate and long-term goals.

Responsibilities

- Interaction with guests on a day-to-day basis, including building rapport and understanding their daily needs.
- Crisis intervention services around any of these areas: access to personal hygiene items and clothing, coordinating mail services, benefit applications, housing applications, and referrals to outside services when necessary
- Lead the development of a robust case management program and implementation of a formal client intake system. The case management program will be a person-centered process that motivates guests with goals and strategies to move from crisis to stability and self-sufficiency. The case management process will include
  - robust strength-based psycho-social-spiritual assessments to identify needs
  - individualized care plans (Goals may include, but are not limited to eliminating barriers to family stability and housing, physical and mental well-being, financial management, education and training, and employment and career management)
  - short- and long-term goal planning
  - ongoing check-ins and coaching to monitor and track client progress.
- Develop enhanced community outreach and engagement with community, human services, and governmental entities in the area. Development and maintenance of a community resource database
- Program evaluation to improve optimal participant outcomes and case management processes.
Qualifications

The successful candidate will demonstrate compassion, patience, and an even temperament with a desire to help improve the lives of our guests and a commitment to implement a system that will produce long term success.

Ideal candidates will possess

- Experience with program development and evaluation.
- Knowledge of homelessness and issues of people living in poverty.
- Experience working in low-income communities.
- Experience in providing case management and knowledge of case management principles and community resources.
- Experience or training in human services coaching or understanding of coaching and mentoring practices.
- Understanding of housing assistance, workforce development, economic literacy, education, and career exploration.
- Knowledge of local networks, associations, and community organizations addressing the issues of the population that Jubilee serves.
- Strong written and verbal communication skills.
- Ability to be responsive, flexible and adapt to evolving day to day needs.
- Ability to work collaboratively with partners, colleagues, and participants.
- Master’s Degree in Social Work or related field.
- Three years of Social Work experience required.

Salary is negotiable

Interested candidates should contact Mark Latterner, Executive Director of Jubilee, at mark@jubileesoupkitchen.com