



Housing Matters Assistant Director of Client Experience

The Assistant Director of Client Experience (ADCE) creates a welcoming and safe campus environment for guests on campus starting at the front door and continuing through their time accessing services. The ADCE implements an integrated campus program that ensures appropriate staffing for campus operations at all times, and trains and implements services using a trauma-informed care approach.

The ADCE is a core driver of our Welcome to Housing Matters initiative for campus services. Programs and services under the ADCE will make guests feel that they belong on campus, that they are recognized as individuals with strengths, that they deserve housing, and that achieving permanent housing is possible.

The ADCE works closely with the Assistant Directors of Programs, Facilities Manager and other staff to create a comprehensive and seamless array of services on campus for people experiencing homelessness. Due to the nature of campus, multiple departments and staff at Housing Matters engage the same participants and work in the same buildings and facilities.

The ADCE supervises the following service areas and related staff on campus:

- Welcome Kiosk;
- Mailroom;
- Direct Services Coordinators
- Hygiene Bay;
- Kitchen;
- Safety.

Employment Standards

-Experience working directly with individuals and families who are unhoused; or direct experience providing services to similar populations

-Evidence-based practices and best practices in delivering homeless services or other social services including

-Advanced knowledge and experience with trauma-informed care and harm reduction in providing services to vulnerable individuals

-Proponent of Housing First and low-barrier service delivery

- Understands staffing essential services, programs, agencies, or businesses that operate 24/7/365
- Managing programs with multiple objectives and subject to federal, state, and local regulations
- Experienced with supervision of high-performing staff with specific outcome goals
- Experienced with motivation and staff development for staff who provide direct services to individuals and families who are affected by the risks and stresses of being unhoused
- Advanced knowledge of development and implementation of policies and procedures to standardize and record daily practices
- Record keeping and tracking and basic data reporting and analysis
- Basic physical and personal safety principles and experience with emergency operations plans
- Ability to de-escalate, debrief and problem-solve challenging events and situations
- Prioritizing daily, short-term, and long-term objectives
- Other Duties as assigned.

Education and Experience

A minimum 3 years progressive supervisory experience, 7 years preferred.

A minimum of a Bachelor degree in social services or related field, a masters degree preferred.

To apply:

Please email a cover letter and resume to the attention of Human Resources at recruiter@housingmatterssc.org. No phone calls or faxes. Housing Matters is an Equal Opportunity Employer.