



Assistant Director, Moore Place

Urban Ministry Center (UMC) is an interfaith organization dedicated to bringing the community together to end homelessness, one life at a time.

UMC has five core values it uses when hiring and evaluating staff members. These are:

- Heart for the Work
The UMC staff is truly passionate. We love what we do. We endeavor to be the very best at helping the people we serve and our colleagues succeed, even when no one is watching.
- Kind and Compassionate
The UMC staff is kind and compassionate. We offer comfort and strength, hope and support to each other and to the people we serve.
- Results Oriented
The UMC staff is results oriented. We do not give up, even when faced with obstacles; utilizing flexibility and creative thinking.
- Self-Care
The UMC staff values self-care, including caring for physical, emotional, and mental healthcare needs. Self-awareness allows staff to feel secure with their professional identity, including clarity of appropriate professional /personal boundaries and awareness of when to seek support from others.
- Team Oriented
The UMC staff is appreciative, helpful, and team oriented. We treat everyone with respect, knowing that we will achieve more working together than alone.

UMC owns and operates Moore Place, a 120-unit building providing permanent supportive housing to men and women who have experienced chronic homelessness. Moore Place follows a “housing first” approach. The program has an annual budget of \$1.2 million and a staff of 15. Staff roles include property management, case management, nursing, tenant services, and benefits assistance. The Assistant Director is responsible for day-to-day operations and facility maintenance in order to directly support the tenants and to provide a safe, secure, and well-managed housing environment. This involves supervisory activities, direct tenant contact, and strong collaboration with the clinical services team.

Responsibilities:

- Coordinate maintenance and housekeeping to keep building clean and safe at all times; manage work order process.
- Supervise facilities staff, contract employees, and volunteers.
- Manage operations budget.
- Liaise with outside vendors and contractors as needed.
- Coordinate with security vendor to ensure appropriate building coverage, incident reporting and access control procedures.
- Prepare and review reports and billing to the Housing Authority.
- Lease signings.
- Lease terminations and evictions.
- Prepare and maintain monthly occupancy report

- Manage monthly rent billing and collection; Prepare and maintain records of tenant and subsidy rents; Work with tenants on rent payment issues, including late rent and payment plans.
- Prepare reports for all funders, as required.
- Respond to tenant issues regarding unit maintenance; Conduct periodic unit inspections.
- Collaborate with Clinical Services team on tenant issues and strategies for assisting tenants to successfully manage tenancy.
- Serve as part of senior leadership team that works closely with the Director on meeting program goals and objectives.
- Other duties as assigned.

Skills & Qualifications:

- Bachelor's Degree; Substantial relevant experience may be substituted for education.
- Must be flexible in addressing tenant concerns.
- Must want to work in an exciting and challenging environment.
- General maintenance knowledge.
- Computer proficiency; demonstrated experience with database and reporting systems.
- Demonstrated experience and proficiency managing budgets.
- Supervisory experience.
- Experience with special needs populations strongly preferred.
- Superior interpersonal skills and ability to relate to individuals of diverse backgrounds.
- Excellent written and verbal communication skills.
- Exceptional organizational skills.
- Demonstrated ability to use good judgment, diplomacy, and ability to stay calm under pressure.
- Comfortable with making difficult decisions.

To Apply:

Cover letter is required and should state specifically why candidate is interested in working at Moore Place. Send cover letter and resume to:

jobs@urbanministrycenter.org