



Job Title: Director of Veteran Services

Report: President

Responsibilities:

The Director of Veteran Services will serve as Regional Coordinator for the Bringing Veterans Home program. They will work with the Program Manager to support all aspects of Bringing Veterans Home (BVH) to prevent and end homelessness veterans in region 2 Essex and Union Counties, New Jersey. The Regional Coordinator will serve as the central point of contact for all veteran's homelessness efforts in the region. The Director will oversee program operations, facilitates regular case conference, engages with stakeholders, manages data and reporting and coordinates resource development.

- Enabling teams across the region to become experts at guiding their own improvement: Educates, coaches, advises, and mentors multi-level stakeholders on performance improvement, data collection and analysis, project management, and change management methodology and techniques.
- Promoting and implementing effective process improvements: Models and uses performance enhancing tools, problem analysis, and measurement practices.
- Using project management tools and principles to define and manage committee work and work products, document and monitor timelines and deliverables, and resolve risks and barriers.
- Identifying and resolving dependencies and constraints between and across jurisdictions/Continua of Care by working with local government staff, partners, and management.
- Assessing resource allocation efficiency and efficacy to support committee efforts and achieve milestones.
- Establishing and maintaining effective communications with all stakeholders.
- Identifying improvement opportunities in the Homeless Management Information System (HMIS) or other data sources by collecting, analyzing and interpreting data to share findings with various audiences including senior leaders.
- Designing and supporting implementation of infrastructure and systems to enable providers to operate with maximum efficiency, effectiveness and human centered design.

Required Knowledge, Skills, and Abilities

The successful candidate must be able to perform each essential responsibility satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Knowledge of the principles and practices of homeless services, human services, or social work.
- The ability to clearly communicate complex technical topics to non-technical audiences through writing and speaking.
- Strong communication skills, including public speaking, meeting facilitation, and visual presentation;
- Strong writing skills are required and analytical and critical thinking skills;
- Ability to develop strategic approaches, particularly for large, multijurisdictional projects involving multiple resources and spanning many months from start to finish;
- Strong skills in Microsoft Office programs (Word, Excel, PowerPoint).
- Ability to work effectively across departments and agencies and creatively problem solve.

Competencies:

- Leadership
- Project Management
- Results Driven
- Data Analysis
- Relationship Building
- Communication
- Training

Education:

Bachelor's degree (preferred) or 5+ years of working in a human service setting (to include internship experiences).

Experience:

- Experience with veteran-specific services or programs, such as HUD-VASH or VA resources, is highly preferred.
- Cultural competency in serving veterans or military-affiliated individuals is strongly preferred.
- Knowledge of local resources and systems available to veterans in Essex and Union Counties is preferred.
- Certifications in Veteran Affairs housing programs or trauma-informed practices are a plus.
- Prior experiences working with an underserved population helpful (e.g., experience with mental health population, drug abuse counseling, life coaching, social work, etc.)
- Preferred 3+ years of project management experience.
- Experience working in an environment with high client volume
- Sensitivity to economic and sociological barriers
- Crisis de-escalation certification (Plus)
- BSW (Plus)
- Prior US Military service strongly preferred

Requirements:

- Valid driver's license with 0 points
- Ability to be insured through company driver's policy
- Bilingual (English/Spanish) a plus