



Holiness \* Service to the Poor \* Simplicity \* Commitment to Faith \* Charity

*St. Vincent de Paul – Cincinnati (SVDP) has served residents of greater Cincinnati for over 150 years with basic needs such as food, medicine, and homelessness prevention through its outreach center in the West End and through fifty-six parish-based volunteer Conferences (chapters). SVDP provides holistic direct assistance and systemic change services while treating neighbors in need with dignity, and compassion. At St. Vincent de Paul, diversity is a fact and inclusion an act. Every person is valued and made to feel that they belong.*

**Job Title:** Vice President of Services

**Reports to:** Chief Executive Officer

**Job Status:** Exempt

**Location:** 1146 Bank Street, Cincinnati, Ohio 45214 and community

**Job Summary:** Plan, implement and oversee a broad array of social service offerings; including rent and utility assistance, food pantry, warehouse, call center, clothing and home resource center, and Vincentian support services. Ensure SVDP systems allow for appropriate access to services by the public. Responsible for monitoring and evaluating programs to achieve annual goals and outcomes. Continuously improve programs to align with the mission and philosophy of SVDP. Supervise the service leadership team within each program, monitor spending in relation to the budget, and represent the programs within the social service community. Hours vary – some evenings and weekends are required.

#### **Responsibilities and Duties:**

- 1) Develop, continuously improve, and monitor policies to ensure excellent and professional based services for those in need, including:
  - a. Procedures
  - b. Eligibility
  - c. Forms
  - d. Assistance approval process
- 2) Active member of the SVDP Executive Team- offering support to his/her peers on program needs, strategic planning, and overall cohesion of our system of care.
- 3) Design and manage SVDP programs to ensure support and offerings clearly related to mission and values.
- 4) Ensure the professional supervision of all social service staff and volunteers.
  - a. Coordinate and develop a cohesive team within and between all service programs & projects.
  - b. Plan for and coordinate hiring process.

*Vice President of Services*



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- c. Ensure the performance evaluations of staff are completed according to SVDP standards and that plans are established to help employees develop professional skills.
  - d. Coordinate in-house training as needed.
- 5) Establish and ensure the maintenance of professional record-keeping & reporting standards/practices, including:
- a. Description of service needs, assessments, and service delivery according to agency and professional standards
  - b. Secure maintenance of paper records
  - c. Accurate and complete client database entry
  - d. Collection of service data to inform program development, staff supervision, budgeting and SVDP advocacy efforts.
  - e. Timely and complete monthly reporting within the SVDP management system.
  - f. Orderly, timely and complete reporting as needed for administration of grants.
- 6) Develop evaluation tools and processes for all service programs.
- 7) Oversee the preparation and management of the budget for all Social Service programs within his/her charge.
- 8) Serve as a liaison and/or arrange representation between SVDP and various community programs, organizations, or coalitions affecting human service programs.
- 9) Work with Conference Coordination team to ensure the facilitation of the social services work of parish conferences.
- 10) Act as team leader for special projects as assigned.
- 11) Other duties as assigned.

**Job Qualifications and Requirements:** Three years of management experience in a social service setting combined with direct service experience is required. Strong organizational, interpersonal, written, and oral skills are required. Individuals must be able to work with people of diverse backgrounds in a faith-based setting. As a leader in support of our Catholic parish-based Vincentians; there is a need to be of the Catholic faith. Preferred LSW, LISW, LPC, or LPCC.

**Physical Requirements:** Job duties can primarily be performed from a desk; however, some walking; standing; bending; carrying light items up to 35 lbs. and driving an automobile will be required.