



## **SUPPORTIVE HOUSING COMMUNITIES (SHC)**

### **Chief Executive Officer – Position Description**

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Title: Chief Executive Officer  
Location: Administrative Offices at the Children and Family Services Center, 601 E. Fifth Street, Suite 255, Charlotte, NC 28202  
Reports To: Board of Directors

### **ORGANIZATIONAL OVERVIEW**

#### Mission

The mission of Supportive Housing Communities is to provide affordable housing to alleviate homelessness and human suffering.

#### Vision

SHC's vision is to develop and operate permanent supportive housing for men, women and families overcoming homelessness, especially veterans and those with mental illness, substance abuse, and medical or other disabling conditions.

#### Community and Residents

SHC provides supportive housing to more than 300 residents on a budget of over \$4 million. SHC was established by two churches--St. Peter's Catholic and St. Peter's Episcopal. One of our legacy properties, McCreesh Place, is named in honor of the late Father Eugene McCreesh (1923-2001) of St. Peter's Catholic Church.

SHC primarily serves the chronically homeless population--individuals who have been homeless for at least one year and have a disabling condition, such as alcoholism, mental illness or a chronic disease. To carry out its mission, SHC uses a permanent supportive housing (PSH) model which links permanent, affordable rental housing with access to flexible, voluntary supportive services, including health care, mental health counseling, substance use treatment and employment services. SHC's services are aimed at fostering self-sufficiency, improving self-image, and supporting recovery and wellness. The organization maintains a 97% success rate of keeping residents in stable housing.

### **PROGRAMS**

#### **SUPPORTIVE HOUSING**

- **McCreesh Place** is the home to 90 formerly homeless men and women. Established in 2003, McCreesh Place became Charlotte's first permanent supportive housing complex. It has 64 Single-Room Occupancy (SRO) units with communal bathrooms and kitchens and 26 one-bedroom units to house the chronically homeless in active recovery from addiction. SHC case managers provide critical supportive services to help the residents achieve self-determined personal goals related to finances, relationships, employment, recovery and health. At McCreesh Place, the community makes all the difference and proves that recovery within community works.

- SHC developed the **Scattered Sites Program** in 2013 which utilizes 75 privately-owned rental units scattered throughout Mecklenburg County to provide barrier-free affordable housing options. SHC advocates on behalf of the residents and promotes positive relationships with landlords.
- **St. John's Place** is a 31-unit apartment building in East Charlotte that SHC purchased in 2017, which expanded the number of permanent supportive housing units as well as help mitigate the loss of the dwindling supply of naturally occurring affordable housing in Charlotte. SHC reserves at least half of the units for vulnerable clients of partnering organizations such as Roof Above, Cardinal Innovations and Mecklenburg County Shelter Plus Care.

#### SUPPORTIVE PROGRAMS

- The **Rapid Rehousing Program** is delivered in partnership with Mecklenburg County's Continuum of Care (CoC) Program, which is authorized by the U.S. Department of Housing and Urban Development (HUD). SHC places individuals and families in privately-owned rental units throughout Mecklenburg County. The supportive services in this program are designed to transition residents to self-sufficiency within two years.
- SHC is one of dozens of local nonprofit agencies partnering with Mecklenburg County to deliver the **Lake Arbor Resettlement Project (LARP)**. The project is aimed at providing affordable housing solutions for some of the most vulnerable families from the Lake Arbor Apartments, which closed and left these families at imminent risk of homelessness.
- SHC was selected to deliver Mecklenburg County's **Keeping Families Together Program (MeckKFT)**, a supportive housing intervention program that targets families experiencing homelessness or at risk of homelessness and involved in the child welfare system. Mecklenburg County Community Support Services and Mecklenburg County's Department of Social Services collaborated to establish the program. MeckKFT will serve 50 families through Fiscal Year 2022.
- SHC's **Project for Assistance in Transition from Homelessness (PATH)** program focuses on providing street outreach to adults living in outside locations such as streets, camps, and wooded areas. SHC services include referrals for primary and mental health care, substance use disorder treatment and transportation, in addition to help secure permanent housing.

For more information about SHC visit [supportivehousingcommunities.org](https://supportivehousingcommunities.org).

### **THE OPPORTUNITY**

At a time when all eyes are on affordable housing in the Greater Charlotte region, SHC has taken significant strides forward to increase access for people in need. The organization has onboarded several new assets and programs in recent years, increasing its scale and impact.

Following the transformational, decade-long tenure of a retiring leader, the new Chief Executive Officer is taking the reins of a growing organization with a compassionate team driven to meet the need for permanent supportive housing in the Queen City.

### **THE POSITION**

The CEO will be a visionary leader with excellent fundraising, administrative operations, relationship-building, and advocacy skills. Reporting to the Board of Directors, the CEO is responsible for overall leadership and operations of Supportive Housing Communities including personnel, finances, program growth and development, communication, fundraising and management of overall operations. SHC has experienced significant growth in recent years and the new CEO will continue growth and sustainability in conjunction with staff, Board and key stakeholders. Key responsibilities include:

#### Strategic Management and Leadership

- Serves as a strategic, visionary leader with the ability to transparently communicate goals and vision to staff, Board and key stakeholders.
- Oversees all operations of the organization, working in partnership with the Board of Directors and the appropriate committees.
- Establishes a clear vision for continued growth and expansion for SHC.
- Works closely with development, design, and oversight of program growth and expansion approved by the Board.
- Provides direct supervision of Director of Finance and Accounting, Chief of Programs & Clinical Services, Chief Development Officer and Director of Housing & Property Management. In partnership with Senior Leadership and organizational supervisors, oversees all SHC personnel.

#### Board Relations

- Communicates regularly with the Board and engages the Board in meaningful participation to further SHC goals.
- Maintains an effective and collaborative relationship with the Board and implements policies, programs and goals as established by the Board.
- Works with members of the Board to help identify and onboard new members to further advance the SHC mission.

#### Community Building and Public Relations

- Serves as the lead spokesperson and relationship-builder in the community. Initiates and strengthens relationships and collaborations with organizations and leaders connected to SHC mission and goals.
- Develops collaborative relationships with other service agencies, including the government and faith-based communities and other entities.
- Expands public and community awareness; represents the organization to the community, including the media.

- Participates in community strategic planning to maximize community resources while maintaining vision and mission of the organization.
- Oversees production of annual report and periodic newsletters.

#### Fundraising and Resource Development

- Maintains relationships with major donors of the organization.
- Explores ways for Supportive Housing Communities to gain support and resources.
- Manages grants and reporting requirements; providing necessary documentation.
- Cultivates trusting positive relationships with philanthropic foundations, corporations, individual donors, faith-based organizations, and city, county, federal, and state government to support growth of the organization.

#### Financial Management

- In partnership with the Director of Finance and Accounting, ensures that financial records are organized and maintained.
- Approves requisitions and ensures ethical accounting standards are followed by implementing sound financial practices, checks and balances.
- Works with the Director of Finance and Accounting, Finance Committee and Board of Directors to maintain monthly and annual financial/status reports on activities of the organization.
- Manages the yearly budget process involving SHC staff.
- Ensures fiscal stability. Develops and oversees annual budget after approval by Board of Directors.

#### Human Resources Oversight

- Holds regular staff meetings. Provides coaching and encouragement to staff, fostering a cohesive, positive team culture working effectively to support SHC mission and goals.
- Approves job descriptions and job duties.
- Ultimately responsible for the hiring of employees but may incorporate the help of supervising staff and/or Board members.
- Develops and implements annual salary administration plan within parameters defined by the Board of Directors.
- Identifies and implements insurance coverage and other employee benefits.
- Oversees annual performance reviews and maintains written records in personnel file as required by law.

#### Internal Policy

- Oversees the development, updates, and distribution of internal policy and procedures.
- Oversees daily operations to ensure staff members employ effective procedures.

#### Program Oversight

- Maintains and revises programs of Supportive Housing Communities with input from senior staff, program delivery staff and the Board of Directors.
- Oversees eligibility guidelines and program requirements employing evidence-based client centered models.

- In partnership with the Chief of Programs & Clinical Services, oversees a system that monitors program outcomes.
- Regularly meets with residents and ensures that residents are treated fairly within the social work code of ethics and confidentiality law.
- Creates an environment that is supportive of the residents, staff, community, Board and volunteers.
- In partnership with the Director of Housing & Property Management, works to ensure effective operations, building maintenance and routine inspections.

Performs other job duties as requested by the Board of Directors and committee chairs, within the scope of the position.

#### **REQUIRED QUALIFICATIONS & COMPETENCIES**

The ideal candidate will have the following capabilities and qualities:

- A demonstrated commitment to ending homelessness, poverty and understanding of the SHC mission and the community in which it serves.
- Ability to drive the mission of the organization and provide staff supervision.
- Ability to serve as a strategic visionary leader with a demonstrated track record as a change manager with excellent fundraising, administrative operations, financial management, program growth and development, relationship-building, and advocacy skills.
- Fluent, cogent, oral and written communication skills, and the ability to present formally to senior management, Boardroom audiences, staff, residents, HUD, City of Charlotte, Mecklenburg County and the community.
- Ability to fundraise with sound knowledge of grant and contract writing, special events, direct mail, corporate giving, endowment programs and other relevant forms of development.
- Previous experience in engaging Board relations, developing policies, goals and objectives (optimizing the inherent resources of Board members) and onboarding and training new members.
- Creative and compassionate attitude towards serving the homeless/formerly homeless population, with an ability to define win-win parameters on behalf of the organization and residents.
- Integrity and well-defined principles, practical business instincts and the ability to adapt to corporate and nonprofit environments.
- Master's degree and 5-10+ years of progressive leadership experience in the field of low-income housing and/or homeless services or equivalent in human services preferred.

#### **HOW TO APPLY**

All inquiries, nominations and applications should be directed via email to [BoardHR@aplacetoiveagain.org](mailto:BoardHR@aplacetoiveagain.org). Applications must include a compelling cover letter and CV to be considered for the position. Please also indicate where you learned of the opportunity. Please note that only those candidates invited for screening will be contacted. NO PHONE CALLS PLEASE.

Supportive Housing Communities provides equal employment opportunities to all persons without regard to race, color, creed, age, sex, religion, disability, nationality, or sexual orientation, and promotes the full realization of this policy through a positive, continuing program of affirmative action.