
Employment Posting

Position Title: Associate Director
Direct Supervisor: Executive Director
Status: Full-time (40 hours), exempt, with benefits
Base Salary: \$85,000.00; additional based on education, experience, and credentials

Application Instructions: Send cover letter and resume to joinus@ozonehouse.org. No call please.
Indicate “**Associate Director**” in the subject line.

Deadline: Resumes will be reviewed as received; position will be posted for 30 days or until filled.

Position Summary

The Associate Director provides the leadership and operational oversight of programs and service provision to ensure the agency is fulfilling its mission. The primary duties of the position are to provide administrative direction and supervision to program department directors, guide, review, and approve program development and implementation; monitor all programs and their fiscal and service functions; monitor and improve the performance of the service delivery system; and ensure organizational compliance and operational efficiency. The Associate Director must have substantial knowledge of applicable regulatory, compliance, and funding bodies, as well as evidence-based, promising, and best practices. This position works closely with the Executive Director and other leadership positions to implement the strategic plan, report on progress, and make recommendations to the Executive Director that will enhance service delivery and make improvements in quality, quantity, and operational effectiveness. The position serves as the 2nd highest ranking executive responsible for the overall operating administration and management in the absence of the Executive Director.

Education Qualifications

** Commensurate experience and skills will be considered in lieu of level of education/licensing/credentials, etc.*

- A master’s degree in a human behavioral science, education, business administration, or public administration from an accredited college or university, required.
- Professional licensing strongly preferred.

Experience Qualifications

- 10+ years of progressively responsible experience in administrative experience in social work, mental health, healthcare, or related industry.
- 5+ years of project management, program development and implementation, administration, budgeting and fiscal oversight, and supervisory experience.
- 2+ years of experience in a child caring institution or child placing agency preferred.
- Proven experience providing professional education, staff development, training, and coaching.
- Knowledge of the Homeless Management Information System (HMIS) strongly preferred.
- Strong business acumen, quality, and metrics orientation. Experienced in using, developing, and implementing benchmarks and other tools that improve performance.
- A comprehensive understanding of Runaway, Homeless, and At-Risk Youth funders and regulatory bodies.

- Proven experience engaging with diverse identities, including intersecting identities of race, ethnicity, socioeconomic background and sexual orientation, gender identity, and gender expression.
- Commitment to best practices including Positive Youth Development, Harm-Reduction, Housing First, and Trauma-Informed approaches.
- Work requires effective written and verbal communication and interpersonal skills; ability to motivate teams to produce quality work within tight timeframes and simultaneously manage several projects; ability to participate in and facilitate group meetings.
- Possess strong work ethic and ability to take initiative. Demonstrate a high level of personal and professional integrity and trustworthiness.
- Successful completion of pre-employment and annual background check; valid MI driver's license, current insurance, and access to reliable transportation.

Job Responsibilities and Duties

Program Development, Implementation, Evaluation

- Provide strategy and direction, informed by community need as well as significant developments or trends within the field for programs and services.
- Designs or oversees the development of proposals and/or plans for new programs and services, program and service redesign, or elimination of existing services.
- Assist in the development and oversight of the agency's internship program, serving as lead field instructor, as indicated.

Quality Assurance, Performance Improvement, Compliance

- Coordinate licensing and regulatory compliance audits, including leading the development and implementation of any corrective actions.
- Monitor agency outcomes, service integrity and effectiveness. Facilitate regular quality improvement processes and make changes to agency programs and services as identified by evaluative information.
- Oversee grants and contract management, including reporting deadlines, contract adherence, and sustainability efforts and planning.
- Collaborate with leadership and program staff to create standards of care and to revise and implement operating policies and procedures for programs and services.
- Receive, investigate, and resolve client grievances, incident reports, and recipient rights complaints, ensuring timely resolution and tracking trends for performance improvement.

Supervision, Coaching, and Staff Development:

- Provide direct supervision of all Department Directors and other administrative staff, as assigned by the Executive Director.
- Provide professional licensing and internship supervision to agency staff and interns, as indicated and appropriate.
- Ensure that direct reports receive on-going supervision in accordance with agency policy, but no less than once a month. Document supervision activities, completing counseling records and performance improvement plans, as needed.
- Assist staff in developing professional development plans that address enhanced growth and learning, as well as recommending training opportunities to support identified deficits. Ensure staff

are trained and evaluated on their knowledge of and adherence to compliance policies and procedures specific to their jobs.

Leadership:

- Participates in the development and execution of the agency's Mission, Vision, Values, and strategic planning activities.
- Monitors and reports on progress toward achievement of strategic goals.
- Provides leadership as part of the Executive Leadership Team.
- Provides technical assistance and advice to others.
- Functions as the Executive Director in their absence.
- Responsible for coordinating cross systems projects and programs across the operational divisions of the Agency.

About Ozone House:

Ozone House is a community-based, nonprofit agency that helps young people lead safe, healthy, and productive lives through intensive intervention and prevention services. Since 1969, we have actively developed unique, high-quality housing and support programs and services that provide support, intervention, training, and assistance to runaway, homeless, and high-risk youth and their families.

As the second oldest youth shelter in the country, Ozone House combines a wealth of experience with industry leading best practices to serve young people and their families experiencing crisis. Each year, Ozone House has served over 3,500 young people throughout Washtenaw and surrounding counties in Southeast Michigan.

Benefits:

Ozone House offers a comprehensive benefits package that includes: BCBS health and vision options and dental insurance 90% employer paid for single employee coverage, 80% for family coverage; retirement savings plan; basic life insurance, short and long-term disability coverage 100% employer paid; Health Savings Account; Dependent Care, Medical and Limited Purpose Flexible Spending Accounts and a generous paid time off plan.

Commitment to Anti-Oppression:

Ozone House provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. We strongly encourage individuals from marginalized groups to apply, including people of color, individuals who have experienced poverty or economic hardship, and people who identify as LGBTQ. Ozone House is committed to Diversity, Equity, and Inclusion and enforces an anti-oppressive environment to support the retention of employees from groups that have been underrepresented within the organization from historically underrepresented groups.