



Associate Director of Program Housing

Background

Founded in 1988, Bridge Communities (Bridge) is DuPage County's largest provider of transitional housing and supportive services for families facing homelessness. At present, Bridge owns and operates twenty-six apartment buildings in 7 DuPage villages, with 154 total apartments. Bridge's headquarter office is in Glen Ellyn. Bridge serves over 100 families facing homelessness annually, with Program staff providing intake and referral, case management, employment coaching, children's services, nutrition counseling, donated vehicles, mental health payments, and more in a two-generation model working to break the cycle of poverty.

Bridge has a unique business model with faith-based and community-based organizations providing both financial support and volunteer mentors for families. Bridge also has two Fortune 50 companies as program partners, providing the financial support and mentors for families. Bridge has a history of collaborations with employers, public schools, medical and behavioral health, legal services, local and county government, and recreational service partners to provide holistic scope of support to families with warm reception. A strong fundraising and resource development team that has created diversity of funding streams and high donor retention. In Fiscal Year 2024, Bridge had a \$5.4 million operating budget, \$15 million in net assets, with \$4 million endowment and 29 employees.

Job Summary

The Associate Director of Program Housing (ADPH) is a full-time (40 hours per week) position that serves as the immediate supervisor of all case management and Intake positions, as well as the point person for case managers and intake staff to resolve complex client issues. The ADPH functions as the leader of all intake and case management activities that are contingent upon participation in all our housing programs, this includes Stability, Transitional Housing, and Pathways. The ADPH direct reports consists of six full-time staff, which are responsible for prospect eligibility screening and entry, and day-to-day case management of families in our housing programs. The ADPH is responsible for oversight of all data accuracy, timely entry of new client families, client progress toward goals and outcomes, and compliance with fair housing and program policies. The ADPH provides case management to approximately 8-10 families in the Pathways housing program.

The Associate Director of Program Housing reports to the Director of Program Housing. This position is a hybrid work schedule with a shared office at our headquarters in Glen Ellyn; this position is expected to be in the office 2-3 days per week and be open to work hours outside of regular business hours, with occasional nights and weekends.

Responsibilities

Supervision of Direct Reports and Client Relationship Management: 40%

- Supervise case managers and Intake staff, providing day-to-day support that results in new client entry, client goal setting and achievement, and resolution of complex client issues.
- Meet monthly one-on-one with case managers to review case plans, assess risks, and ensure

compliance with program policies and procedures. Review client service plans and 90-Day goal sheets to ensure high-quality program experience and strong outcomes.

- Meet weekly with Intake staff to review eligibility applications and interviews. Coach staff as they prepare eligibility documents for presentation to case management staff.
- Facilitate weekly Intake staffing meeting with the goal of ensuring new client prospects are assigned to a case manager for further program interviews. Follow up with case managers to monitor client prospect movement through Intake process.
- Facilitate the assignment of client prospects to available apartments. Collaborate closely with Director of Program Housing and Portfolio Manager to monitor vacancies and unassigned units.
- Review each client family exit plan to ensure housing and community-based services are secured upon matriculation.
- Instruct and empower case managers to educate mentor teams on trauma-informed practices when working with people who have experienced homelessness, trauma or are otherwise marginalized. Communicate with mentors as requested by case managers and clients.
- Conduct monthly staff meetings to share appropriate departmental or agency information. Incorporate visits or other learning of community resources relevant to client needs.
- Monitor and ensure all client data is entered into Salesforce in a timely and accurate manner.
- Provide counsel and decision-making support to staff on crisis management.

Administrative Leadership: 30%

- Establish a work culture that recognizes and celebrates diverse perspectives, Bridge Communities values, open communication, and trauma-informed principles.
- Work as a team with the Associate Director of Program Partner Relations, Portfolio Manager, and Senior Manager of Direct Mentor Program to ensure all aligned with housing program allocations.
- Create and monitor, in collaboration with direct reports, annual departmental goals. Collaborate with Director of Program Housing and other senior leaders to ensure department goals are aligned with identified Core Metrics, Organizational Goals, and Strategic Plan initiatives.
- Communicate regularly with Portfolio Manager to ensure building maintenance and client technological needs are being met. Monitor case managers compliance with apartment upkeep.
- Participate in the recruitment, hiring and onboarding of Intake and case management staff.
- Develop and retain high-performance Intake and case management staff, coaching them to excel in their identified core competencies and position responsibilities. Set annual performance goals in alignment with annual departmental goals and strategic plan objectives. Meet quarterly to review professional and performance goals and conduct annual performance evaluations.
- Identify staff training needs and facilitate connections to develop professional skills.
- Collaborate with the Director of Program Housing and the Director of Impact and Evaluation in oversight of department related data entry and accuracy. Ensure that all staff enter data in a timely manner and that all dashboards and reports are accurate.
- Assist the Director of Program Housing in the development and management of the program housing budget. Ensure program allocations are properly managed as requested.
- Approve direct reports' financial and PTO requests and assume client caseload responsibilities during case manager absences.
- Fully understand Bridge Communities' Crisis Communication Plan, alert Director of Program Housing and CEO to any incident that may meet crisis criteria.

Pathways Case Management: 20%

- Collaborate with Transitional Housing case managers to determine clients appropriate for Pathways housing program.

- Create and continually monitor a client services plan that includes both short- and long-term individualized goals that progress toward the client families' housing, financial, educational, and children's well-being and permanent housing.
- Implement program housing contracts with Pathways families and renew quarterly throughout participation in Pathways. Issue contract violations when needed. Inspire and facilitate behavior changes when necessary.
- Work in collaboration with children's services, family wellness, and employment/adult education departments.
- Utilize trauma-informed principles to build and foster strong relationships with clients with a focus on cultural humility and autonomous decision-making.
- Manage crisis, when necessary, which may include legal, medical, and police interventions.
- Maintain timely and accurate data entry in Salesforce database.

Program Partner and Mentor Relationships: 10%

- Manage and resolve conflicts and concerns that arise with and between mentors, clients, and case managers in collaboration with Director of Program Housing and other staff as appropriate.
- Collaborate with Associate Director of Program Partner Relations to implement mentoring best practices. Participate in mentor trainings, Mentor Task Force, and Program Partner meetings as requested.

All Bridge Communities staff are expected to demonstrate in their performance the agency's identified Core Competencies: Service to Mission, Stewardship, Leadership, Innovation, and Collaboration. Staff is also expected to believe in and demonstrate our agency values of Partnership, Hope, Integrity, Respect, and Empowerment.

All Bridge Communities staff adhere to the highest ethical standards in management, governance, and fund development. They demonstrate a commitment to professional growth and development. All staff build high trust and mutually respectful relationships within the entire organization, engaging their peers, volunteers, clients, donors, and the community at-large with professional maturity and a commitment to Bridge Communities' mission and mentor model.

Qualifications

1) Education and Experience

- a) A bachelor's degree required in the field of human services, social work, or related field of study.
- b) Graduate studies in social work are preferred; with a licensure that allows for supervision of graduate students.
- c) At least 8 years in case management or relevant experience, and 4 years staff supervision
- d) Bilingual communication (English/Spanish) is desired. A signing bonus up to \$2,000 will be given with demonstrated conversational Spanish language communication skills.
- e) This position is salaried, non-exempt with an annual salary range of \$77,000 - \$87,000 depending on years and relevancy of experience and licensure status.

2) Knowledge and Skills

- a) Expert knowledge of case management best practices
- b) Proven track record of recruiting and developing direct reports and inspiring them to solve problems and work independently

- c) Superior listening, written and verbal communication skills with a belief in leading through collaboration and shared goals
- d) Critical thinking and problem-solving skills to determine needs and best plan of action and best use of limited resources
- e) An understanding and commitment to using data and outcomes to drive decision-making
- f) Demonstrated flexibility and resilience to change plans and navigate challenges
- g) Ability to gauge when the needs of others is to probe for more information, pause and listen, or to take action; an ability to innately understand the needs of others
- h) Ability to build and retain relationships across diverse populations with a commitment to equity and belonging principles
- i) Experience and proficiency in Microsoft Office (Word / Excel / Outlook/ PowerPoint). Knowledge of Adobe Acrobat, Adobe Sign, and Salesforce are preferred

While performing duties of this position the employee will be required, on occasion, to lift up to 25 pounds and to climb stairs. A valid Illinois Driver's License, auto insurance and ability to travel locally are required.

To Apply:

- Browse our website www.bridgecommunities.org to learn more about Bridge Communities.
- Compose a cover letter – one-page maximum – to clearly state your case for your candidacy.
Resumes submitted without a cover letter will not be considered.
- Email your cover letter and resume to amy.vanpolen@bridgecommunities.org.
- Candidates whose backgrounds are a strong fit with our requirements and have followed the explicit instructions can expect contact within 15 business days of application deadline. No follow-up phone calls or emails please. Application deadline is **July 28th, 2025.**
- Please do not supply references at this time. No phone inquiries or follow-up, please.

Bridge Communities is an equal opportunity employer. It is our policy to grant equal employment opportunity to all qualified individuals without regard to race, color, age, national origin, sex, religion, pregnancy, ancestry, disability, sexual orientation, marital status, military or veteran status, or any other status protected by applicable federal, state, or local laws. This policy pertains to all personnel actions including, but not limited to recruitment, evaluation, selection, promotion, compensation, and termination.