



**LENOX HILL NEIGHBORHOOD HOUSE**  
**SINCE 1894**

**Director**  
**Women's Mental Health Shelter at the Park Avenue Armory**

**Job Description:**

Lenox Hill Neighborhood House, widely recognized as one of New York's premier human services providers, is a 123-year-old settlement house that provides an extensive array of effective and integrated services—social, educational, legal, health, housing, mental health, nutritional and fitness—which significantly improve the lives of 15,000 people in need each year, ages 3 to 103, on the East Side of Manhattan. Our constituents include older adults, homeless and formerly homeless adults, children and families, recent immigrants, disabled persons, adult learners and thousands more. Our programs—staffed by social workers, educators, public interest lawyers, Social Workers, advocates and many, many others—include a Women's Mental Health Shelter, Early Childhood Center, RealArts After School Program and Summer Camp, permanent supportive housing residence, two Senior Centers, social adult day program, care management program for frail seniors, transportation program, Food Services, Legal Advocacy Department, Visual and Performing Arts, Fitness & Aquatics, Adult Education and more. For more information on Lenox Hill Neighborhood House, please visit our website at [www.lenoxhill.org](http://www.lenoxhill.org).

We are now seeking a **Director for our Women's Mental Health Shelter, located in the Park Avenue Armory**, to join us and help us continue our organizational vision and advancement. The Shelter Director, one of the senior leaders at our settlement house, is responsible for leading the programmatic and administrative aspects of the Shelter and its sizeable staff and consulting psychiatric and medical teams. The Park Avenue Women's Shelter has a daily capacity of 80 women—age 45 and over and living with mental illness—and operates 365 days a year, 24/7. In addition to coping with mental health and homelessness, many of our residents are living with active substance abuse and have experienced trauma including domestic violence, sexual assault, and child abuse. It is our goal to provide client-centered, trauma-informed services in order to stabilize residents and prepare them for housing. We provide an array of services to help our clients move from shelter to permanent housing, including housing placement, counseling and support, health services, psychiatric social work services, three daily meals from our in-house Farm-to-Table program, visual and performing arts programs, recreation activities and much more. The Shelter Director will work directly with Deputy Chief Program Officer and other senior leaders at Lenox Hill Neighborhood House. This individual will be responsible for the overall leadership and success of the Shelter, important relationships with government agencies and other outside stakeholders and coordination with other Lenox Hill Neighborhood House services.

**Responsibilities:**

The Shelter Director is responsible for the daily operations and overall success of the shelter program. Specific duties include but are not limited to:

- Manage and administer the shelter program from a trauma informed and client centered perspective and in adherence with agency, city, and state requirements.
- Develop and operationalize program policies, procedures, and guidelines in adherence with agency, city, and state requirements in order to best serve clients and ensure Shelter utilizes best practices.
- Manage and monitor all reporting and funder goals including overseeing data collection and entry.
- Serve as primary liaison and maintain relationships with funding agencies DHS, DOHMH, and OTDA including facilitating audits, site visits, and all communication with program administrators and contacts.
- Foster staff professional development, cohesion, collaboration, and communication.
- Collaborate with internal and external partners in order to enhance client services, including medical and psychiatric services, substance abuse services, teaching artists, volunteers and more.

- Hire, supervise, mentor, coach, and collaborate with a diverse on-site staff, including Director of Social Services (direct report), operations, housing-placement and clinical staff.
- Addressing client concerns and grievances, balancing client needs with government regulations.

### **Qualifications**

The ideal candidate will be committed to social justice, possess very strong administrative skills, a sophisticated knowledge of mental health concerns and trauma-informed care, and have excellent judgement. This position requires an individual with incredible initiative, who can perform well under pressure and shift gears quickly. It is essential that the Shelter Director be a strong and supportive leader who is motivated to deliver effective client-centered services while meeting all funder requirements and programmatic goals. They will have significant experience with working with homeless adults and/or adults with mental illness. They must be adept in implementing multiple projects and helping us to excel in many areas including programmatic standardization, policy and procedure development, and fostering staff development and cohesion. It is essential that this individual possess the style and interpersonal skills to work effectively with clients and staff of diverse backgrounds to help bring Lenox Hill Neighborhood House to its next level of excellence. Relevant Master's degree required (e.g., Social Work, Mental Health Counseling, Psychology, Nonprofit Management, Public Health, etc.). Outstanding compensation package available.

### **To apply**

Interested applicants should send a cover letter and resume to: [shelterdirector@lenoxhill.org](mailto:shelterdirector@lenoxhill.org). No telephone calls please.