



Assistant Director of Neighbor Care

Scope & Purpose

At Community First! Village (CFV), the Neighbor Care Team has the privilege of walking alongside our “neighbors,” providing opportunities for them to settle, cultivate, and care for themselves and others in this unique community, which is home to individuals who have experienced chronic homelessness.

As a leader within the Neighbor Care Team, the Assistant Director will collaborate with other department leaders to oversee daily operations and to ensure the effective implementation of programs and services that foster community, enhance neighbor well-being, and maintain the operational excellence of the Village. A crucial aspect of this role includes ensuring that our neighbor’s homes and surrounding properties are efficiently and proactively managed, the move in process is seamless, and monthly/annual move in goals are met. This role requires a compassionate leader with a strong background in people management and strategic planning, with experience in housing and property management, as well as a passion for serving low-income communities.

This is a full-time, exempt position reporting to the Senior Director of Neighbor Care. Due to the nature and requirements of the position, the hours are generally Monday through Friday, 8:30 am – 5:30 pm. Some nights and weekends will be required. The Assistant Director of Neighbor Care will office at Community First! Village located at 9301 Hog Eye Road, Austin, TX 78724.

Duties & Responsibilities

- **Leadership & Team Management**

- Lead, mentor, and support the Neighbor Care team, by promoting strong leadership, professional development, and staff retention.
- Provide direct supervision to members of the Property Management and Move In Teams, fostering a culture of collaboration, accountability, and excellence.
- Oversee team performance of direct reports, conduct evaluations, and ensure adherence to best practices.
- Work closely with Senior Director of Neighbor Care and other Neighbor Care leadership to develop leadership capacity within the team.
- Promote an environment that prioritizes the well-being of both the team and the neighbors, recognizing the unique challenges and opportunities of serving neighbors who have experienced chronic homelessness.
- Coordinate multiple projects and priorities, ensuring timely and efficient completion.
- Ensure staff have the resources and training needed to perform their roles effectively.

- **Strategic Planning & Program Development**

- Assist in the development and execution of strategic initiatives to enhance Neighbor Care services, ensuring alignment with MLF culture, vision, mission and long-term goals.
- Identify and implement process improvements to meet the evolving needs of the community.
- Develop and oversee data-driven strategies for assessing program effectiveness and making informed decisions.
- Collaborate with leadership to create sustainable models of growth in response to organizational expansion.

- **Move In and Property Management Team Leadership**

- Oversee the Property Management Team to ensure a stable, well-maintained living environment and the delivery of high-quality services, where neighbor needs are met, and issues are resolved promptly.
- Oversee the Move In Team as they prepare homes and provide support to neighbors navigating housing-related challenges while promoting long-term stability.
- Develop and implement strategies to enhance the steady inflow of housing applicants, housing sustainability, and community dynamics.
- Ensure achievement of monthly and annual move in goals through collaboration with internal and external partners.
- Oversee emergency and crisis intervention strategies, ensuring staff are equipped to manage complex situations involving vulnerable individuals.
- Ensure compliance with local, state, and federal housing regulations.
- Manage relationships with contractors, vendors, and other MLF departments.
- Identify opportunities for program improvement and growth, using data and feedback to inform decision-making.
- Collaborate with Senior Director of Neighbor Care to prepare and monitor the annual budgets.
- Review and ensure appropriate recordkeeping systems are in place and utilized.
- Development and implementation of department and team goals.
- Other duties & responsibilities as needed

Knowledge, Skills, Abilities & Principles:

- MLF is a faith-based organization whose ideals and philosophy come directly from the Gospel of Jesus Christ. As an organization, we strive to reflect this precept in our communications, both internally and externally.
- Commitment to serving those who have experienced homelessness and personal alignment with MLF’s vision, mission, core values, and goals.
- Bachelor’s degree in a relevant field (e.g., Business Administration, Nonprofit Management, or related discipline).
- Strong analytical and problem-solving skills, with demonstrated success in managing budgets, financial reporting, and complex programs.
- Experience in the housing-first, low income, or supportive housing environment sector and property management.
- Minimum of 5 years of experience in people management, preferably in housing, nonprofit, or social services settings.
- Demonstrated experience working with individuals experiencing chronic homelessness, mental health challenges, addictions, or other vulnerabilities.
- Strong background in strategic planning and organizational growth, with the ability to implement sustainable systems.
- Proven ability to think critically, multitask, manage multiple priorities in a fast-paced environment, and adapt to challenges creatively.
- Strong organizational, interpersonal and communication skills, with a high level of emotional intelligence and cultural competence.
- Knowledge of housing systems, particularly for low-income populations, and/or property management experience.
- Knowledge of and practical experience in trauma-informed care principles.
- Proficiency in Microsoft 365 and property management software.
- Highly organized and detail-oriented, with strong time management skills.
- Exceptional interpersonal, verbal, and written communication skills.
- A collaborative spirit with the ability to work independently and as part of a team.

- Skilled in conflict resolution and fostering positive relationships.
- Demonstrates integrity, excellence, and a passion for process improvement.
- Certified Apartment Manager (CAM) and Accredited Residential Manager (ARM) certifications are a plus!
- Must have a valid driver's license.

Work Environment & Physical Demands:

- Ability to move about all phases of Community First! Village
- Ability to drive a golf cart
- Ability to work in an office setting
- Ability to lift 30 pounds

MLF PURPOSE & VISION

We empower communities into a lifestyle of service with the homeless.

MLF MISSION

We provide food and clothing, cultivate community, and promote dignity to our homeless brothers and sisters in need.

GOALS

- Transform the way people view the stereotype of those who find themselves homeless
- Reconnect the homeless to self, family and community
- Help the chronically homeless rediscover and utilize their God-given talents to do purposeful work
- Connect human to human, heart to heart through the fellowship of food and hospitality
- Inspire people into a lifestyle of abundance by giving their best first

BELIEF STATEMENTS

The vision is supported by belief statements centered on our belief that homelessness is the result of a profound, catastrophic loss of family:

- God, infinitely perfect and blessed in himself, in a plan of sheer goodness freely created man to make him share in his own blessed life
- By virtue of being created by God in His image, we are all called to live in community and relationship with Him through each other
- The family is the original cell of social life
- You shall love your neighbor as yourself
- All members of the human family are equal in dignity
- The Lord God took the man and settled him in the Garden of Eden to cultivate and care for it. Gen 2:15

CORE VALUES

MLF is committed to fostering a culture that prioritizes relational connection. We believe there is opportunity in every aspect of our work to be relational in a highly transactional world. In this culture, transactions are means to relational ends, not the other way around.

This begins with the countercultural love poured out by Jesus Christ and grows as imperfect individuals strive to show this love to each other human-to-human, heart-to-heart.

Each individual's openness to the journey of their own personal growth is essential in building our relational culture, and we believe this culture flourishes as we each continuously strive to more fully embody these four core values:

- **Faith:** We define Faith as the foundational belief that our world and all our work belong to God. This allows us to engage our work with joy and lightheartedness, knowing that we are not ultimately in control.
- **Humility:** We define Humility as rightly viewing oneself as a single piece of a grander story. This humility leads to a view of oneself that is neither too high nor too low.
- **Generous Spirit:** We define a Generous Spirit as a readiness to give more grace, mercy, and hospitality than is necessary or expected. This posture allows us to see others for who they are, not what they do.
- **Integrity:** We define Integrity as a wholehearted commitment to doing right by God, ourselves, and others. This wholeheartedness shows itself in consistently choosing honesty, responsibility and ownership in all actions and decisions.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

MLF is committed to creating a diverse environment and is proud to be an equal opportunity employer. Personnel are chosen based on ability without regard to race, color, religion, sex, national origin, genetics, disability, marital status, or sexual orientation in accordance with federal and state law.