St.Nicks Alliance
Where Opportunity Grows

Assistant Director of Program Operations

Who we are:

St. Nicks Alliance, a North Brooklyn based community organization, seeks to transform lives of low- and moderate-income people through employment, education, housing, elder care and social services. We do this by delivering impactful services with measurable outcomes to children, adults, and the elderly. As a civic anchor, we carry out this mission within the context of building a sustainable community for all people through the arts, environmental advocacy, and urban planning.

We are currently seeking a **full-time Assistant Director of Program Operations** for our 89 Maspeth Avenue location in Williamsburg, Brooklyn.

What you'll do:

The Assistant Director of Program Operations (ADPO), under the direct supervision of the Assistant Director of Congregate Supportive Housing (Program Director), is responsible for overseeing the operational aspects of the Kingsland Commons 15/15 program in coordination with the Property Manager and Director of Property Management. The ADPO ensures that residential operations, safety protocols, and data/reporting systems are effectively aligned to support high-quality housing and coordinated social services for 15/15 tenants. This role includes supervision of residential and safety staff, maintenance coordination, contract compliance, and leadership in incident management and crisis response using trauma-informed practices. **This role requires walking throughout the building, conducting inspections, overseeing operations, responding to issues, and some desk-based administrative work.**

Residential Oversight

- Oversee the Residential Occupancy Manager to ensure tenants receive appropriate support to maintain housing stability, including gathering income documentation, making rent payments, and signing and complying with leases and building policies
- Ensure all apartments are maintained to the highest standards, and that all common areas are properly maintained through coordination with the Property Manager and the Super
- Monitor vacancies and ensure transition timelines for unit turnover are met
- Coordinate the residential portion of unit transitions, including referrals and intake activities
- Ensure all units are inspected on schedule, including annual and quarterly inspections
- Track maintenance requests to ensure timely response within program standards
- Ensure residential files are current, complete, and audit-ready

Security Supervision, Crisis Intervention & Incident Management

- Assist in the development and maintenance of updated policies and procedures for safety and incident management
- Oversee safety staff and ensure a clear understanding of safety policies and procedures and proper fulfillment of their responsibilities
- Ensure all staff and security consultants receive appropriate safety training, including trauma-informed de-escalation
- Ensure coordinated response to incidents between operations and social services teams
- Review all incidents and oversee the incident management process using trauma-informed approaches
- Provide on-call support for emergencies, including fire, burglary, medical, or behavioral crises

Data Management, Reporting & Compliance

- Ensure all program reports are accurate and submitted on time per contract requirements
- Develop and manage tracking systems (e.g., ETO) to monitor performance benchmarks
- Maintain and update CAPS to ensure accurate occupancy and program data is submitted

St.Nicks Alliance
Where Opportunity Grows

- Provide required reports, statistics, and documentation to oversight agencies

Service Coordination

- Facilitate regular coordination meetings with clinical leadership to ensure integration of housing and social services
- Collaborate with social services staff to support tenant stability and service delivery
- Facilitate coordination with the Property Manager, Super, and the Director of Property Management to ensure residential requirements of occupancy are met by tenants
- Perform additional duties as assigned by senior leadership

Physical Requirements

- Ability to sit, stand, and walk for varying periods throughout the workday
- Ability to occasionally lift, carry, or move materials
- Ability to climb stairs, bend, reach, and navigate residential and office environments
- Ability to travel between program sites and community locations as needed
- Ability to assist with emergency procedures as needed
- Ability to operate computers and standard office equipment

What we are looking for:

- Bachelor's Degree in public administration, operations management or a related field; Masters degree preferred
- Minimum of three years of supervisory experience, including at least 2 years in a non-profit, CBO, or social services setting
- Experience working with formerly homeless individuals, including those with mental illness and substance use histories
- Strong interpersonal, communication, and analytical skills
- Ability to work collaboratively in a team environment
- Bilingual (English/Spanish) preferred
- Experience in security operations or certification as a security guard is a plus

What's in it for you:

- compensation range: $80,000-85,000 per year per year *(The actual compensation will depend on a variety of job-related factors which may include geographic location, work experience, education, and skill level.)*
- competitive benefits package (medical, dental, vision, 401K)
- 12 company paid holidays; paid vacation, sick, and personal time off
- learning & development opportunities and access to wellness programs

How to apply:

Applicants should send a cover letter addressing what qualities you have that fit this role, a current resume and a cover letter to **csh@stnicksalliance.org**

St. Nicks Alliance is an Equal Opportunity Employer. We consider applicants for all positions without regard to race, color, national origin, religion, sex, gender identity, age, disability, alienage or citizenship status, ancestry, marital status, sexual orientation, veteran status, or any other status or characteristic protected by applicable federal, state or local laws.

Visit Stnicksalliance.org