



Job Description: Executive Director of First Place–Phoenix

About First Place:

First Place®AZ, is a 501(c)(3) nonprofit, with the vision of ensuring that housing and community options are as bountiful for adults with autism and other neuro-diversities as they are for everyone else. Our mission is to set the standard for developing communities that integrate adults with autism and other special abilities into the fabric of society through housing, healthcare, education, employment, supportive systems and culture.

Through the development of our first property and the establishment of our transition to independent living program and leadership institute, First Place sets the standard for developing communities that integrate individuals and provide greater choice.

We are looking for a passionate individual who wants their work life to impact the lives of other. While we are looking for specific skill sets, we care about who you are and what makes you want to be a part of a spectacular mission.

We value people who get things done and are individually resourceful. We value a team orientation combined with personal responsibility and integrity. We look for enthusiasm and commitment to always do our best for our clients, community partners and our co-workers.

Primary Purpose and Position Description:

The Executive Director of First Place–Phoenix is responsible for assuring the overall well-being of residents at First Place through the shared development, implementation and oversight of life at First Place, including the physical property and delivery of high-quality programs and services consistent with our mission. Essential duties and responsibilities include:

- Develops staffing plans and operating budgets in conjunction with First Place senior management and where applicable, with representatives from community partners and service providers.
- Serves as principal responsible for resident interaction, safety and well-being.
- Coordinates with leadership from First Place Global Leadership Institute to ensure proper design and allocation of the First Place Fellows program so

our Fellows are spending allocated hours providing high-quality residential support while still being able to meet the other requirements of their program.

- Manages the residential leasing and resident onboarding processes.
- Actively oversees the staffing and programs services for our resident support programs.
- Works with senior leadership at First Place to continue in the development, implementation, assessment and evolution of our supportive curriculum and service offerings.
- Builds and supports team and service provider network so as to provide high-quality property management functions including maintenance, security, housekeeping, landscape, front desk and related support functions.

Reports to the President/CEO, this position is also responsible for the organizational effectiveness by providing leadership for the organization's operational support functions.

ESSENTIAL DUTIES: These duties are a representative sample; position assignments may vary by directive(s) of the First Place–Phoenix Board of Directors.

1. Ensures the procedures and staffing are in place to successfully “onboard” new apartment residents.
2. Conducts project management meetings with staff and contractors to establish and communicate timelines, discuss contractual obligations and resolve problems.
3. Participates in developing, administering and monitoring budgets.
4. Oversees all leasing and property management functions.
5. Develops, tracks, and reports output and outcome measures (both qualitative and quantitative – including but not limited to: quality of life indicators, staff satisfaction, resident satisfaction, resident defined goal attainment scaling, etc.) to evaluate program and implements continuous quality improvement efforts based on ongoing evaluation results.
6. Establishes and improves the operational systems, processes and policies in support of organizations mission -- specifically, support management reporting, information flow and management, business process and organizational planning.
7. Establishes clear expectations related to service provision, housing unit quality and role of property management company, housing administration process and tenant satisfaction.
8. Oversees all management and supervisory duties of qualified team of First Place staff, including establishment of job descriptions, oversight of hiring, and ongoing staff development and evaluation.
9. Performs other duties of a similar nature or level as required by the President/CEO and Board.
10. Supports the culture of respect and positivity being developed for First Place.

TRAINING & EXPERIENCE (positions in this class typically require):

Bachelor's degree required, Master's degree preferred, in at least one of the following:

- Business Administration
- Public Health Administration
- Social Work, or a related field

And 5-8 years of supportive housing or related experience in developing and managing programs and residential environments or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

KNOWLEDGE OF (position requirements at entry):

- Service-based business principles
- Supportive housing principles
- Information systems principles
- Research methods
- Program design and program evaluation strategies
- Continuous Quality Improvement (CQI) approaches
- Property management and building operations
- Applicable local, state and federal laws, regulation and compliance requirements
- Contract language and document preparation techniques
- Project management principles
- Budgeting principles

SKILLS IN (position requirements at entry):

- Interpreting applicable laws and regulations
- Establishing policies, processes and systems toward successful execution of the work
- Negotiating contracts; developing and interpreting contracts
- Collaborative management style; interpersonal skills as applied to interaction with subordinates, coworkers, supervisor, the general public, etc., sufficient to exchange or convey information and to receive work direction
- At minimum 5-8 years working in supportive housing setting
- Excellent computer skills and proficient in Excel, Word, Outlook and Access, with the ability to learn new applications as required
- Excellent communication skills, both verbal and written
- Knowledge and experience in organizational effectiveness and operations management implementing best practices

- Demonstrated leadership and vision in managing staff, major projects and initiatives
- Budget development, management and oversight experience
- A demonstrated commitment to high professional ethical standards and a diverse workplace
- Excels at operating in a startup, fast paced, community environment
- Excellent people manager, open to direction; collaborative work style and commitment to get the job done
- Ability to challenge and debate issues of importance to the organization
- Ability to look at situations from several points of view
- Ability to manage through influence; persuasive with details and facts
- Commitment to excellence and high integrity; and kindness

Contact:

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