

Verna Jones, MSW

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Objective

I am seeking a proactive management position which will allow me to promote the goals of the organization, maintain financial integrity and provide effective leadership to the staff.

Profile

I am a consummate professional. I am competent, capable and caring. In my management roles, I rendered sound management and oversight of the agency's primary housing programs. I also established integral relationships and community partnerships that were critical to the holistic development of the clients we served. I was highly respected by the employees under my supervision and was known to be a "subject expert" person for training and resolutions to challenging workplace concerns. Flexible and versatile – able to maintain a sense of humor under pressure. Poised and proficient with demonstrated ability to easily transcend cultural differences. Thrive in deadline-driven environments. Excellent team-building skills.

Skills Summary

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|------------------------|-------------------------|-----------------------|
| ♦ Project Management | ♦ Computer Knowledge | ♦ Case Management |
| ♦ Team Management | ♦ Customer Service | ♦ Staff Development |
| ♦ Team Leadership | ♦ General Office Skills | ♦ Contract Management |
| ♦ Program Development | ♦ Report Preparation | ♦ Policy Development |
| ♦ Supervision of Staff | ♦ Agency development | ♦ Client Advocacy |

Professional Experience

EXECUTIVE DIRECTOR

Under 1 Roof 07/2011- Current

- Supervisory responsibility for day to day operations, including facilities, personnel, budget, and grant administration.
- Designed and implementation of internal systems to ensure high level of accountability agency staff persons; smooth functioning of all operational processes.
- Development of consistent internal controls, including policies and procedures pertaining to communications, fiscal oversight, employees, subcontractors, grantors/donors, and government agencies.
- Assist with strategic planning
- Support to Board of Directors. Professional, Community and Public Relations

DIRECTOR OF SUPPORTIVE HOUSING PROGRAMS, SENIOR MANAGEMENT

Integrity Asset Management 07/2011-1/2014

- Manages all components of grant applications to HUD/ Local Housing Authorities
- Manages and collaborates with homeless providers on all steps necessary to complete their application.
- Attend all applicable meetings (Continuum of Care, Metro Dallas Homeless Alliance, Dallas Housing Authority, etc).
- Provides direct technical assistance for homeless service agencies on all aspects of the HUD application process, including completing applications, submitting required documentation, developing budgets and understanding scoring and submission procedures.
- Provides one-on-one consultation to homeless providers seeking to obtain permanent housing funds, including timeline for submission.

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- Understands and interprets the HUD SuperNOFA, the rules governing the SuperNOFA, HUD question and answer documents, all HUD instructions and all directives issued by HUD, including the annual debriefing from the prior year HUD application process.
- Develops and maintains good relationships with key collaborators in the process, including HUD, City of Dallas, Dallas County, homeless service agencies and homeless representatives.
- Works collaboratively with CoC to integrate the knowledge gained from the CoC application process (such as assessment of the homeless system, understanding of agency challenges, public policy considerations, system gaps) into all aspects of the Coalition's work.
- Represents the supportive housing programs and strengthens its reputation before external stakeholders, including government representatives, funders, businesses, civic groups
- Maintains current expertise and develops new knowledge within the field through a program of continuing education and development, through activities such as seminars, in-service training, and peer support.

CONTRACT FACILITATOR, BATTERING INTERVENTION AND PREVENTION PROGRAM (BIPP)

New Beginning Center 6/2004-Present

- ◆ Facilitate men and women BIPP psycho-educational groups.
- ◆ Maintain client files and provide monthly probation reports to appropriate judicial entity.
- ◆ Serve as a member of the internal clinical staffing team.
- ◆ Provide individual counseling as needed
- ◆ Serve as BIPP liaison for NBC Shelter

DIRECTOR OF HOUSING PROGRAMS, SENIOR MANAGEMENT HOUSING CRISIS CENTER 06/2009-11/2010

- ◆ Ensured that agency programs and services are of the highest quality, that each program has written and measurable outcome goals and that outcomes are achieved.
- ◆ Program development of Permanent Supportive Housing programs for chronically homeless individuals and families totaling 3M in Housing Urban Development funds & Dallas Housing Authority Section 8 program for Permanent Supportive Housing.
- ◆ Has knowledge of all HUD program contracts and grant agreements; ensures compliance; facilitates reports, audits and other related activities
- ◆ Responsible for overall management of HUD funded programs operation, procedures and services, including the \$1.4 million programs budget.
- ◆ Provided supervision to 10 program management staff; meets at least monthly with Program Managers, and other staff as required; directs and monitored their activities.
- ◆ Reviewed client records to ensure that they are in compliance with agency policies and other requirements. Arranged/provided on-site client services and activities.
- ◆ Assisted in the recruitment and hiring of program staff; annually provides written performance evaluations of program staff.

- ◆ Actively participates on appropriate community coalitions, organizations and boards.
- ◆ Supervised Social Work Interns (Bachelors & Masters)

INTERIM EXECUTIVE DIRECTOR HOUSING CRISIS CENTER 11/2008-06/2009

- ◆ Supervisory responsibility for day to day operations, including facilities, personnel, budget, and grant administration.

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- ◆ Designed and implementation of internal systems to ensure high level of accountability to 15 agency staff persons; smooth functioning of all operational processes.
- ◆ Development of consistent internal controls, including policies and procedures pertaining to communications, fiscal oversight, employees, subcontractors, grantors/donors, and government agencies.
- ◆ Assist with strategic planning
- ◆ Support to Board of Directors. Professional, Community and Public Relations

VETERAN HOUSING PARTNERSHIP PROGRAM DIRECTOR HOUSING CRISIS CENTER 11/2005- 6/2009

- ◆ Responsible for overall management of the operations, procedures and services, including the \$565,000 program budget.
- ◆ Provided supervision of 4 staff persons; directed their activities and provide written performance evaluations annually.
- ◆ Provide case management for homeless veterans and their families, including interviewing and assessing potential clients and determining their appropriateness for VHP services.
- ◆ Development of comprehensive service plans for all program participants which will enable them to be self-sufficient within a given time period.
- ◆ Monitored and abided by program's funding guidelines, as well as assisting with resource development as needed. Maintained knowledge of community resources and cultivate relationships between service providers and others in the community to make effective referrals for support services.

HOME AGAIN TRANSITIONAL HOUSING PROGRAM DIRECTOR HOUSING CRISIS CENTER 10/2000-11/2005

- ◆ Provided case management for homeless families and individuals, including interviewing and assessing potential clients and determining their appropriateness for Home Again services.
- ◆ Developed comprehensive service plans for all program participants which will enable them to be self-sufficient within a given time period. Monitored and abided by program's funding guidelines, as well as assisting with resource development as needed.

Employment History

HOUSING CRISIS CENTER – Dallas, Texas 75246
2000 to 2010

NEW BEGINNING CENTER- Garland, Texas 75040
BIPP Facilitator 2004 to Present

Education

TEXAS A & M UNIVERSITY – Commerce, Texas
Master of Science Social Work- May 2004

TEXAS A & M UNIVERSITY – Commerce, Texas
Bachelor of Science Social Work – May 2000

References Available Upon Request