



Job title	Director of Housing and Shelter Services
Reports to	COO
FLSA:	Exempt; Full-time
Department	Housing

Job purpose

Under the direction of the Chief Operations Officer, the Director of Housing and Shelter is responsible for the oversight and development of the Bridge Housing program/Housing First and shelter program in collaboration with Housing Navigators, a Center Manager, and other team members. A key component to the housing program is to identify and transition participants into a full range of housing opportunities, including individual apartments and shared housing. The Director will work as a lead for a housing team that works closely with landlords to identify units as well as accompanying participants to look at units and complete applications. The Director will supervise the housing navigators and the Center Manager.

Duties and responsibilities

- Ensure that all housing services meet appropriate professional standards, licensing, grant conditions, and other requirements
- With the organization's leadership team, create a solid vision for program and services, and implement best-practice activities and policies to promote positive outcomes for participants in relationship to shelter and housing services
- Oversee provision of direct services to participants including development of housing options focused on supporting survivors of domestic violence and human trafficking.
- Oversee and coordinate individualized housing needs assessment for all referred participants and work with participant and case managers to develop housing plans and address barriers
- Monitor each participant's progression through their housing search plan and develop corrective action revisions to the plan when necessary
- Create and maintain lists of available housing options for participants
- Track housing placements on a spreadsheet for all housed individuals
- Assist clients with housing applications, complete supportive and subsidized housing paperwork, survey rental market for affordable housing, and advocate for clients with prospective landlords
- Act as a liaison between the various housing authorities and landlords when assisting clients with navigating various subsidized housing options
- Provide housing-oriented workshops and trainings for participants in the community
- Create property and landlord portfolios as a part of the Landlord Support Program Contract Management and Documentation

- Gain knowledge of the rules and regulations of the federal housing programs used in Orange County and make linkages to those providers
- Maintain client related data tracking systems and logs, including case notes and complete data entry
- Oversee and Prepare case-related reports including outcomes, successes and challenges
- Evaluate information from clients, assuring that the delivery of services is client-centered
- Monitor records of clients to ensure compliance with program outcomes, effective treatment plans, and service delivery goals
- Input data entry on appropriate program data into the database (Apricot)
- Provide supervision to housing team members.
- Facilitate problem solving for client conflicts, encourage and model appropriate housing interactions; mediate conversations that lead to conflict resolution
- Participate in staff meetings, conferences, and other meetings as needed
- In collaboration with the Center Manager, supervise, train, and evaluate staff/interns working the hotline program; and assist in achieving the overall goals and objectives for the hotline, Center, and other related programs
- Be available to take-on on-call shifts and coverage of the 24/7 hotline and shelter program
- With approval of the Chief Operations Officer, hire, train and supervise staff
- Assist with and participate in agency events including outreach and educational activities
- Provide monthly program updates to CEO and COO to include, but not limited to client success stories, challenges, and other metrics
- In collaboration with agency's leadership, management, and staff, supports the overall functioning of WTLC ensuring that all participants, staff, board, and constituents are engaged with trauma-informed framework
- Other duties may be assigned

Qualifications

- A Bachelor's degree; Master's degree preferred
- Knowledge of housing programs and services available to survivors
- Experience serving diverse communities
- Experience in working with survivors including trauma informed care
- Knowledge of issues that affect victims of domestic violence for adults and children
- Effective oral and written communication skills
- Excellent organizational skills
- Bilingual in Spanish is preferred – the prevailing non-English language of clients
- 40-Hour Domestic Violence Training Certified
- Has not been a resident of WTLC or any other domestic violence shelter for three years
- Possession of a current and valid California driver's license, a car, liability insurance which meets California State minimum requirements and an acceptable driving record
- Successful completion of a pre-employment background check
- Leadership and positive representation of WTLC within the community

Working conditions

Alternate work schedule (4/10) or regular (5/8) schedule. Flexibility to work evenings, weekends, and coverage for holidays and overnight shifts, as needed.

Physical requirements

Regularly required to sit and use hands to fingers; intact vision abilities required
Occasionally required to lift and/or move heavy objects

Direct Reports

Housing Navigators, Center Manager, and others as directed

Equal Opportunity Employer

WTLC is an equal opportunity employer.

I have received a copy of this job description and reviewed it with my supervisor.

Employee's Signature

Date

Supervisor Signature

Date

CEO Initials: _____