

LA FAMILY HOUSING

POSITION TITLE: Senior Director of Interim Housing (JR#005)

FLSA STATUS: Exempt

SECTION: Programs

PAYROLL STATUS: Salary

LOCATION: North Hollywood

WORK SCHEDULE: Full-time

POSITION REPORTS TO: Chief Program Officer

DIRECT REPORTS: 3

POSITION DESCRIPTION

The Senior Director of Interim Housing is responsible for the oversight of departmental growth and successful performance, providing gold-star housing standards, training, and supervision of LAFH Interim Housing teams serving homeless individuals and families. Overall duties include but are not limited to; Program Implementation, Contract Performance including Outcomes and Financial Oversight, Partnerships, Grant Development Guiding Policy, Training and Supervision, Agency Capacity Building, Strategic Planning, Coordination with Agency Leadership, and Promoting Agency Culture.

ESSENTIAL DUTIES

Program Implementation

- Work with LAFH's senior management team and Chief Program Officer (CPO) to coordinate the development and consistent delivery of services across the agency
- Supervise Directors overseeing Interim Housing Services of both individual and Family programs
- Responsible for ensuring policy and procedural requirements specific to Interim Housing are updated and implemented
- Create specific goals and timelines to measure the overall reduction of time spent in shelter as it relates to agency vision and federal/state/local policy
- Work to expand the LAFH interim housing portfolio by 5-7 sites over the next 5 years. This includes identifying potential sites, building community relations, and working with the local elected officials to create support of new projects
- Expanding our service model to include all types of households such as those with pets, storage, and partners

Contract Performance

- Responsible for ensuring outcome measures within LAFH's Interim Housing department are being met in areas such as: occupancy, numbers served, reduction of stay, etc.
- Ability to understand and communicate trends, program and policy, as it relates driving conversations for new project grant proposals
- Work with LAFH's Finance team and CPO to ensure our interim housing budgets are created by identifying gaps, needs, and overall costs to operate effective programs
- Responsible for identifying and finding resolve to potential areas of risk as it relates to under-performing contractual obligations
- Responsible for creative solutions that will lead to the reduction of motel use
- Ensure that we are meeting and passing all regulated inspections including: health, city, DMH, etc. and that we incorporate a gold-star standard to all of our interim housing portfolio
- Ensure interim housing programs do not discriminate against any federal/state/local protected group, operate utilizing harm reduction, trauma informed methodologies and other best practice models

The above statements are intended to describe the general nature and level of work performed. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel in this classification.

•Dignity

•Perseverance

•Collaboration

•Leadership

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- Ability to balance managing excellent programs against contractual obligations and budgetary constraints

Partnerships

- Create and host interim housing partner meetings to: 1) support the efforts of the Coordinated Entry System (CES); 2) advance the coordination of Interim Housing efforts across SPA 2; 3) increase partner relationships/support; and 4) promote knowledge/best practices and resource sharing
- Maintain strong relationships with countywide entities (i.e. LAHSA, DHS, DMH,) to maintain open lines of communication relative to program oversight and to advocate for programmatic changes and process improvements as needed
- Develop meaningful and communicative relationships with neighborhood councils, community groups, and local elected offices to ensure community needs and concerns are being addressed. These relationships help facilitate community support and the advancement of new developments and projects as we look to expand our reach
- Work in collaboration with the DevCo team in bringing in new and creative ideas and volunteer opportunities for the participants in bridge and crisis housing. It is expected that this position will be available to attend and participate in onsite events—and ensuring the property meets gold-star standards

Participate in Grant Making

- Provide timely input as requested into program design, budget, staffing, and programmatic outcomes
- Ensure opportunities are shared and discussed with the DevCo team as identified

Guiding Policy

- Participate actively on behalf of LAFH in Los Angeles County Homeless services coordination and decision making meetings, especially in relation to new Interim Housing development and partner agency development
- Must be versed in HEARTH requirements and Coordinated Entry System requirements and local operating policies
- Serve as agency representative at professional and community meetings such as task forces, working/planning groups, coalitions, etc and attend various regular agency, county and community meetings as directed by the CPO

Training and Supervision

- Exceptional capacity for leading and managing a team; change agent
- Maintain ongoing development of the Interim Housing department and ensure that the department directors and managers are provided with and utilizing proper tools and training for effective and consistent service delivery
- Responsible for identifying and collaborating with DevCo/HR/Finance/QA departmental growth projections, program related training needs, and regulatory changes as it relates to compliance
- Responsible for addressing staff performance issues as it relates to the management team in the interim housing department
- Ensure department annual evaluations are submitted in accordance with agency policy

Increase Capacity of the Organization

- Collaborate with HR in the development of training curriculum outlining best practices, processes and procedures surrounding the culture of LAFH for all operational positions within the Interim Housing Department
- Must be well-versed and knowledgeable in systems and programs that impact people experiencing homelessness and homeless program funding sources, best practices, requirements, procedures and regulations

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Strategic Planning

- Coordinate with the CPO to develop annual, medium and long range goals for the department.
- Ensure goals are on target for being met; make adjustments as needed

Collaborate with Senior/Executive Leadership

- Work in coordination with senior program leadership (CPO, Directors of Engagement, Interim Housing, Housing Services and Interim Housing) to align services and goals, staffing and training needs, responses to request for proposals, contractual and budget requirements, and other areas as deemed necessary
- Participate in the Senior Blended Leadership groups
- Identify and help grow new and upcoming agency leaders

Agency Culture

- Be an LAFH ambassador, promoting the agency's mission, culture and values. Embody LA Family Housing's Core Values and guide others to do the same

KNOWLEDGE, SKILLS & ABILITIES

- Results – proven track record of exceeding goals and a value-added orientation; evidence of the ability to consistently make good decisions through a combination of analysis, wisdom, experience, and judgment; the ability to balance the delivery of programs against the realities of a budget; and problem solving, project management, political savvy, and creative resourcefulness
- Strategic Vision and Agility
- Capacity Building
- Large Scale Management
- Leadership and Organization
- Action Oriented
- General Management
- Excellent Communicator
- Knowledge of systems and programs that impact homeless persons and homeless program funding sources, regulations, requirements and procedures

TRAINING, EXPERIENCE & REQUIREMENTS

- Masters in Social Work, Public Administration, or other related field from an accredited University
- Position requires a minimum of five (5) years' experience in program supervision; knowledge of homeless populations and services, government assistance programs, employment, housing placement, mental health, recovery services, case management procedures, grant writing, public and private funding, contract and fiscal management

BENEFITS

Health, Dental, Vision, Life, Voluntary Life, 403B Retirement Plan, 529 Education Savings Plan, Long Term Disability, Employee Assistance Program, AFLAC Policies, AFLAC FSAs, Legal Policy, Employee Appreciation Program, Company Sponsored Employee Outings, 9/80 Alternative Work Schedule, Paid Sick, Vacation and 12 Observed Holidays.

EQUAL EMPLOYMENT OPPORTUNITY

LAFH is committed to providing equal employment opportunities for applicants and employees.

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FAIR CHANCE INITIATIVE

LAFH is in compliance with the Fair Chance Initiative for Hiring and will consider qualified applicants with criminal histories.

PHYSICAL DEMANDS, ENVIRONMENTAL CONDITIONS, EQUIPMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions. Employee may be in contact with individuals and families in crisis who may be ill, using substances and/or not attentive to personal health and safety for themselves. The employee may experience a number of unpleasant sensory demands associated with the client's use of alcohol and drugs, and the lack of personal care. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations.

To Apply: Please email your resume and cover letter to HR@lafh.org with the Job Reference Number (JR#) in the subject of the email.

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