

## Job Description

**Title:** Director of Housing for Chronically Homeless Adults  
**Salary Hiring Range:** 85K-95K  
**Reports to:** Deputy Executive Director / Director of Support Services  
**Unit:** Residential Services – PSH

**Regular Full Time:** 40 hours per week  
**Grade:** n/a  
**Exempt (E)**  
**Start Date:** January 15, 2021

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### Principal Responsibility:

Reporting to the *Deputy Executive Director and Director of Support Services* and working in close collaboration with the *Leadership Team, the Director of Housing for Chronically Homeless Adults at Homeward Bound of Marin (HB)* provides placement and adjustment support to chronically homeless people transitioning from homelessness. Responsibilities include supervising staff at new HB sites (e.g., Mill Street 2.0); working with County Coordinated Entry; problem solving with HB PSH programs and shelters; assisting in budget development and participating in funding reporting.

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### The Position:

Homeward Bound is looking for a skilled director whose passion and focus is on housing placement and stability for people who are chronically homeless. Ideally, this person has a depth of understanding and experience working with people who have experienced the trauma and displacement of long-term homelessness and poverty. The ideal candidate will provide a balance of encouragement and support to both program participants and staff while holding both accountable to program agreements and stated goals.

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### Major Duties:

#### Program Management

- Provide a safe environment for program participants, staff, community partners, and volunteers.
- Promote agency and program mission through active leadership with staff, volunteers, and community partners.
- Coordinate placement of chronically homeless people with Coordinated Entry and appropriate HB programs.
- Partner closely with Director of Mill St. shelter program regarding building security, oversight, and any client related items.
- Serve as a member of the Homeward Bound Management team
- Address barriers to housing stability using Housing First principles.
- Manage conflicts and crisis situations in a timely manner.
- Participate in the coordination of services with Mill Street, New Beginnings Center, Fourth Street Center, Voyager/Carmel, Next Key, and other HB permanent supportive housing programs.
- Coordinate essential services with County BHRS, Helen Vine, Ritter Center, and other relevant community partners.
- Provide regular staff supervision and facilitate interactive house meetings.
- Oversee case management for program participants, including timely and effective interventions, service coordination, and file documentation and review.
- Assist in preparation of and compliance with annual budget.
- Assure that all data is entered promptly into the HMIS system.
- Monitor petty cash with Finance Department.
- Facilitate ongoing program development, implementation, and evaluation in conjunction with the HB Leadership Team.
- Maintain good public relations with community partners and with local hospitals, fire departments, and police departments.
- Facilitate all program-related grievances.
- Report program incidents to supervisor; meet with supervisor regularly.

**Facility Management**

- Working in close partnership with the Director of Mill St., oversee ongoing maintenance of new facility (ies) including chores, painting, landscaping, and repairs in conjunction with maintenance and IT staff.
- Coordinate and document repairs with HB' maintenance and IT staff.
- Working in close partnership with HB's Operations Associate, oversee ordering of supplies and equipment.
- Identify and report all major facility problems to the HB Leadership Team.
- Follow all use permit requirements as designated.

**Staff Supervision**

- Recruit, hire, train, and supervise all staff and volunteers in conjunction with Director of Support Services.
- Evaluate new staff within first three months of work; conduct regular job performance evaluations for all staff.
- Meet regularly with shelter staff to coordinate services and placement.
- Consult with supervisor about staff evaluations, commendations, and disciplinary actions, verbal or written.
- Create opportunities for enhancing a team approach to the evolving needs of program participants.
- Create opportunities to incorporate volunteers and residents in enhancing service delivery.
- Identify training and self-care needs of staff; participate in developing staff trainings with supervisors.
- Oversee and ensure regular staff communications, e.g. shift changes and staff meetings.
- Problem solve all issues that arise.

**Community Education / Public Relations**

- Coordinate with administration on media coverage, events, and tours, as appropriate.
- Represent homeless issues to community groups and neighbors.
- Collaborate and network with appropriate service providers and partners.
- Promote good public relations and problem solving.

**Minimum Qualifications/Requirements:****Education or Training Equivalent to:**

- Education (BA, MS, MSW) or comparable experience in psych/social work.
- Advanced degree preferred.

**Minimum Years of Additional Related Experience:**

- 3-5 years supervising staff.
- 3-5 years managing residential programs.

**Written & Verbal Communication Skills:**

Ability to read, analyze, and interpret common governmental, financial, and legal documents and reports or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**Physical Requirements:**

- Ability to sit, and use a computer mouse, keyboard, and monitor, for extended periods of time (4 – 6 hours per day).
- Ability to stoop, crouch, kneel, and/or crawl on occasion.
- Ability to lift and/or move objects weighing up to 40 pounds.

**Special Qualifications & Qualities (skills, abilities, licenses):**

- Desire and commitment to work to end homelessness with individuals and within communities.
- Commitment to principles of Harm Reduction and Housing First.
- Commitment to Homeward Bound's JEDI values (Justice, Equity, Diversity, and Inclusion).
- Ability to communicate clearly and problem solve with staff, residents, and community partners.
- Strong ability to grasp the whole picture.

- Passion and desire to work with a dynamic organization and team.
- Proficient in using Microsoft Office applications, information management systems, and databases to enter and track client demographics, goals, and outcomes.
- Self-starter who takes appropriate initiative, has excellent time management and organizational skills, is creative, has a sense of humor, and the ability to learn from mistakes.
- Dynamic, resourceful, flexible, kind, compassionate, understanding, and accountable.
- High level of awareness, sensitivity, and comfort working in a culturally and ethnically diverse work environment.

**Benefits:** Medical, Dental, Vision Life, generous vacation and sick leave, EAP, Life. 403B retirement plan.

**How to apply:** Candidates who meet the minimum qualifications please send a cover letter and resume to Lee Callero, Human Resources Manager at [lcallero@hbofm.org](mailto:lcallero@hbofm.org).

### **EQUAL OPPORTUNITY**

At Homeward Bound we are committed to embracing diversity. All decisions regarding recruitment, hiring, promotion, assignment, training, termination, and other terms and conditions of employment will be made without regard to race, color, gender, religion, national origin, creed, ancestry, gender, sexual orientation, gender identity or expression, age disability, veteran status, political ideology, or any legally protected class. It has always been and continues to be Homeward Bound's policy that employees should be able to enjoy a work environment free from all forms of harassment and discrimination. We encourage applicants of diverse backgrounds to apply for any open position for which they feel qualified.

### **BACKGROUND CHECK(S)**

Homeward Bound is committed to providing safe and productive working, learning, and living environments for our staff and clients. To achieve that goal, we conduct background investigations for all final candidates being considered for employment. Background checks may include, but are not limited to, criminal history, national sex offender search, and motor vehicle history.

