



Director of Shelter Services

Job Title:	Director of Shelter Services
Reports To:	Founder/Chief Executive Officer
FLSA Status:	Exempt
Employment Status:	Full-time
Salary Range:	\$55,000-\$70,000, depending on experience

Organization

Grandma's House of Hope (GHH) empowers the invisible populations of Orange County by targeting those who truly slip between the cracks of other programs. Founded in 2004, GHH fills gaps in basic needs by providing housing, food, workforce development and enrichment activities to Orange County's most vulnerable, underserved and socio-economically disadvantaged women, men and families. We focus on serving those who are ineligible for, or who have significant difficulty accessing, other organizations' services. We house, feed and support individuals and families living in extreme poverty and facing seemingly insurmountable barriers, including human trafficking, domestic violence, life-threatening illnesses and severe mental health disabilities. Our three programs—GHH Rescued and Restored Housing Program, Nana's Kidz and HopeWorks! Education and Enrichment Center—serve 3,750+ people each year.

GHH's Rescued and Restored Housing Program provides emergency, transitional, bridge and long-term supportive housing for homeless individuals, along with food for them to prepare three meals a day, services to meet basic needs, care coordination, case management/advocacy, counseling, workforce development, 12-step programs and individualized, trauma-informed care. GHH now runs 14 housing facilities in 9 locations throughout Orange County, operating year-round with a total of 157 beds.

In our work, we value love and compassion, respect and acceptance, and honesty and integrity. Every day we work toward the realization of our vision: a thriving, supportive community full of caring and productive individuals where everyone has a safe place to call home.

Job Summary

The Director of Shelter Services is primarily responsible for the continued success of the GHH Rescued and Restored Housing Program and for ensuring that all services provided within the program continue to positively impact our community and our individual program participants. The Director of Shelter Services manages and directs all Housing Program operations, making sure that GHH's staff are using a trauma-informed care model and current housing approaches in delivering effective services and support to homeless, victimized and traumatized individuals. As a member of the executive management team, the Director of Shelter Services participates in the development and implementation of programmatic and organizational policies, programs and priorities that will contribute to GHH's overall success.

Duties and Responsibilities

DELIVERY OF HOUSING PROGRAM SERVICES

- Direct, guide and oversee all Housing Program operations
- Working with the Chief Executive Officer (CEO), identify and implement strategies to improve the Housing Program and thoughtfully grow the program to best meet the needs of un/underserved homeless populations in Orange County
- Provide direct program management of the GHH Emergency Shelter, Hope Harbor
- Attend house meetings at all housing properties on a regular basis

- Attend Case Manager/Advocate and Community Leader meetings weekly, having reviewed case notes prior
- Serve as the on-call staff member one week out of every four weeks and continually serve as the back-up on-call staff member
- Supervise and approve intake interviews for successful placement into the GHH Housing Program; make determination of entry based on established criteria and space
- Supervise Housing Program Managers and Compliance Officer and support direct reports in their supervision of other Housing Program staff, volunteers and interns
- Oversee and participate in the recruitment, hiring, employee orientation and onboarding, annual employee performance evaluation process, disciplinary actions and terminations for Housing Program staff
- Assist Housing Program staff, volunteers and interns with their professional development by setting goals and providing guidance to effectively meet them
- Support and supervise the GHH Community Leadership Program
- Develop and implement the systems and processes necessary for program and service improvement
- Ensure that Housing Program staff comply with all programmatic and organizational policies, procedures and expectations
- Ensure that Housing Program staff, volunteers and interns maintain the strictest confidentiality regarding participants' identities, backgrounds, circumstances, program performance, mental and physical health diagnoses, and medications at all times, except with parties with whom we have a signed and current release of information
- Respond to program-related crises quickly, fairly, thoroughly and appropriately

Data Recording, Tracking and Reporting

- Ensure accurate and complete entry of participant data into HMIS
- Provide on-going HMIS training to staff
- Work with Housing Program staff to develop annual performance measures (outputs, outcomes and indicators) for Housing Program; ensure that staff are properly collecting data to track and report on these measures during the year
- Develop, maintain and train staff on policies and procedures to ensure the quality and consistency of Housing Program data
- Ensure the calculation and reporting of accurate and complete Housing Program performance measures on a monthly, quarterly and annual basis
- Ensure adherence to performance measures and goals in GHH contracts and grants.

Housing Program Facility Management

- Monitor housing facilities for safety, security and maintenance issues and report issues to the Director of Operations
- Support housing facility improvement, renovation and repair projects, working in close collaboration with the Director of Operations and Volunteer Coordinator

Housing Program Administration

- Play lead role in the development of an annual Housing Program budget and monitor/manage Housing Program budget to actuals throughout the year
- Develop annual action plans for Housing Program to achieve strategic plan goals and prepare reports on progress throughout the year
- Ensure that contractual and grant responsibilities for the Housing Program are being met
- Provide timely, accurate, and unbiased communication about participant-, program-, partner-, and facility-related successes and concerns to the CEO

- Submit budget expense recommendations to CEO for approval
- Prepare and submit monthly Board report on Housing Program
- Regularly attend Orange County Continuum of Care and HMIS-related meetings as well as additional meetings and events, as assigned
- Build and maintain strategic partnerships with organizations and governmental agencies that can provide additional program income or in other ways support the GHH programs and services
- Manage monthly collection of program fees and coordination of both private pay and partner invoice billing
- Collaborate closely with the Development Manager and grant writers, ensuring they are sufficiently well-informed of the programs' current services, trends, successes and needs
- Create grant reports, as necessary, for follow up to grant awards for the Housing Program
- Create and deliver presentations on GHH programs to external parties
- Coordinate and serve as the point person for all audits of Housing Program sites, files and necessary compliance issues
- Ensure Housing Program procedures, policies, files, practices and all programmatic components are in compliance with all contractual, organizational, and legal requirements
- Report any circumstances that compromise organizational integrity or present a liability for GHH immediately to the CEO
- Develop and maintain effective systems for electronic and hard copy record keeping for the Housing Program
- Ensure that Housing Program files are complete and up-to-date

In addition, the Director of Shelter Services may be called upon to work on special projects and perform other duties, as assigned.

Qualifications

Education: The Director of Shelter Services must have an Associate's degree in a human services field. A Bachelor's and Master's degree in social work or other human services field is preferred.

Experience: The Director of Shelter Services must have at least three years of experience as a direct service provider to homeless individuals as well as at least two years of experience in a senior leadership and supervisory role within the human services arena, ideally in the nonprofit sector. The Director of Shelter Services must have proven experience supporting and working with vulnerable populations using a trauma-informed care model.

The Director of Shelter Services must be proactive in strengthening programmatic operations, skillful in managing personnel/HR issues, and adept at supervising, motivating and leading staff, interns and volunteers. The Director of Shelter Services must possess a valid California driver's license and state-mandated vehicle insurance. The Director of Shelter Services also must be able to pass background checks successfully upon hire and throughout employment.

Desired Qualifications: The Director of Shelter Services should be skillful in written and verbal communications, possess excellent customer relations and relationship-building skills and be enthusiastic about GHH's mission. The Director of Shelter Services should have knowledge of Orange County's nonprofit landscape, housing/shelter programs and Continuum of Care. The Director of Shelter Services also should possess exceptional skills in crisis management, risk mitigation, conflict resolution and boundary-setting and fully understand client confidentiality requirements. The Director of Shelter Services should possess very strong organizational, planning and coordination skills. The Director of

Shelter Services should demonstrate excellent judgment, integrity, credibility, trustworthiness, diligence and problem solving skills. Strong computer skills are needed.

Supervisory Responsibilities: The Director of Shelter Services will be responsible for directly supervising Housing Program Managers and Compliance Officer. The Director of Shelter Services indirectly supervises direct service staff, including the Case Managers/Advocates, Medical Technician, Intake Supervisor, Intake Specialist(s), Service Coordinators, Housing Navigators and Housing Locator as well as housing volunteers and interns.

Confidential Information: The Director of Shelter Services will have access to confidential client information, financial information, grants and contract-related information, proprietary program design and intellectual property, and confidential facility locations. Therefore the Director of Shelter Services must pay particular attention to, and help to enforce, organizational confidentiality and abiding privacy laws.

Physical Demands: In the course of performing this job, the Director of Shelter Services typically spends time sitting, walking, standing, listening/speaking, writing and operating a personal computer. The Director of Shelter Services will be required to drive an automobile or use public transportation to visit GHH's housing facilities and attend meetings within the community. The Director of Shelter Services is expected to lift and carry records and program supplies up to 30 to 40 pounds on an occasional basis. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Work Environment: The noise level in the work environment is usually moderate. While performing the duties of this position, the Director of Shelter Services is occasionally exposed to outside weather conditions when driving to and from facilities and meetings. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

To Apply

To be considered for this exciting new position, please email a cover letter and resume to applications@grandmashouseofhope.org with "Director of Shelter Services" in the subject line.

For more information on GHH, please visit our website at www.grandmashouseofhope.org.