



JOB DESCRIPTION

Position: Director of Housing Programs – Santa Clara County
Status: Exempt, Full Time
Location: San Jose, CA
Supervisor: Director of Operations

Position Summary: This is a Senior Management position that will assist Abode Services in accomplishing our mission to end homelessness. As part of the Senior Management team, the person in this position must be a leader committed to excellence and growth, as Abode Services is a dynamic agency continually changing to meet the needs of those we serve. The position oversees most Santa Clara County housing programs at Abode Services, fosters new housing partnerships, and provides input and expertise to achieve the agency's strategic goals.

Responsibilities:

- **Program Oversight (40%):** Provide oversight to all Santa Clara County Housing Programs and housing components of other programs within Abode Services including ensuring successful implementation, evaluation and coordination of services. Ensure that programs are in compliance with funding regulations, program goals, and stakeholder expectations. Provide high level program development, goal setting, and engagement with external stake holders specific to programs.
- **Senior Management (10%):** Collaborate regularly with agency management. Participate in regular Senior Management meetings with the Executive Director, CFO, and Directors of; Real Estate Development, Operations, Community Relations, Housing Programs, Evaluation and Planning, Properties and Assets, Health and Wellness, Social Services, to discuss issues relating to finances, human resources, and program operations.
- **Program/ Staff Supervision (25%):** Provide coaching and direct supervision to all staff managing the above-mentioned programs. Provide regular and appropriate feedback including training, opportunities for professional growth, verbal and written improvement plans when needed, and regular evaluations.
- **Evaluation and Quality Systems Management (10%):** Work collaboratively with other managers and directors to ensure that a culture of outcome driven performance is maintained by valuing data quality evaluation of programs. Assist in the creation of the annual report for the public which describes all service outcomes for internal and external stakeholders.
- **Agency Liaison to the Community (10%):** Maintain effective public relations. Develop relationships with the community. Serve as a spokesperson for agency when called upon.
- **Coordination of Departments (5%):** Ensure that programs are successfully integrating supportive services and housing components to stabilize and improve housing, income, and health outcomes of participants.
- **Other duties as assigned**

Qualifications:

- Minimum of 10 years of professional experience in the human services, social work, or related field.
- Bachelor's degree in social services, business, or related field required. Master's degree strongly preferred.

- Minimum five years' experience in non-profit management with a proven track record in successful implementation of housing programs for people who are homeless
- Highly proficient in Microsoft Office suite, with an emphasis in Excel.
- Supervisory experience with strong skills in program development and policy and procedures.
- Strong organizational, detail orientated, and time management skills.
- Proven ability to work independently, effectively as an individual and part of the team.
- Ability to meet the geographic range of the position. Position requires frequent travel throughout Alameda County and Santa Clara Counties, and occasional travel throughout the state and country.
- Strong ability to represent the interests of the agency, interact effectively with a diverse population, and be comfortable building successful collaborative relationships with tenants, staff, and with community and resource building.

Equal Opportunity Employer/Drug Free Workplace

Notice: This description is to be used as a guide only. It does not constitute a contract, commitment or promise of any kind. We reserve the right to change, add, delete, upgrade or downgrade the position as dictated by business necessity at any time with or without notice.