



## Housing Services Director Job Description

***At Building Futures, we believe everyone deserves a safe place to call home. This agency is an Alameda County leader in providing a comprehensive safety net of services at the unique intersection of homelessness and domestic violence. As a Housing First agency, all of Building Futures' programs and services prioritize linking clients with safe and supportive housing. Our Trauma-Informed service continuum aims to ensure immediate access to crisis information and street outreach; emergency shelter for women and women with their children; and support, through rapid rehousing and permanent supportive housing, for individuals and families to rebuild stable lives free from homelessness and family violence.***

### **Position Objective:**

Building Futures seeks a Housing Services Director with a proven track record of Permanent Supportive Housing services leadership, community building, and strengthening programmatic impact and reach. The Housing Services Director must demonstrate a commitment to and understanding of racial and social justice community building.

Alongside the Executive Director, the Housing Services Director leads the organization's tenancy sustaining services, permanent supportive housing, and housing navigation. The position is responsible for building community partnerships and awareness of resources and issues that significantly impact the agency's clients; guiding best practices within our Trauma-Informed, Culturally Responsive, Housing First service model; defining the Program's strategic direction; ensuring adequate resources are in place to support the mission; participating in long-range planning; directing and coordinating the implementation of plans for developing and expanding services. The position will work with the Emergency Services Director, Domestic Violence Services Director, and administrative departments to ensure consistency, collaboration, and service quality.

Currently, the Building Futures' Permanent Supportive Housing Program consists of the 52-unit Bessie Coleman Court apartment complex for formerly homeless survivors of domestic violence, over 50 scattered-site permanent housing units, and provision of integrated services to over 130 chronically homeless families and individuals. This position supports Building Futures as the services provider and partner to several new permanent supportive housing construction projects currently in the design phase.

## **Essential Functions:**

### *Program Facilitation*

- Lead tenancy sustaining and permanent supportive housing services, referrals, and counseling for all of Building Futures' programs, including street outreach, homelessness, shelter, and domestic violence services. These responsibilities include but are not limited to providing team training, direct consultations, and interventions for staff and clients.
- Lead the Permanent Supportive Housing Program's design and service delivery implementation, evaluate program impact and create strategies for staff's professional development, and enhance existing services.
- Directly oversee case management staff, including case conferencing, meeting facilitation, supervision, mentoring, conducting performance reviews, and goal development. Promote a culture of continuous improvement that includes attention to safety, transparency and trust, peer support, collaboration, empowerment, and choice. Provide support to site staff to resolve critical incidents.
- Direct best practices and resource development. Stay current on services that uplift and support clients, including housing initiatives, domestic violence support, harm reduction, income support, family support, education, and other relevant programs.
- Oversee service delivery and maintenance of contracts through the communication of expectations. Ensure data collection regarding resident participation and service delivery is accurately and timely submitted.
- Participate in existing agency housing development collaborations. Provide feedback on programming and design and represent the agency to stakeholders.

### *Community Engagement and External Stakeholder Management*

- Represent Building Futures' Housing Services to community partners, funders, and external stakeholders to enhance the agency's reputation and impact. Actively engage, leverage, and assist in developing funding sources and relevant service partners.
- Participate in long-range strategic planning and vision casting. This may include identifying prospects for funding, participating in the RFPs and project preparations, implementing plans for developing and expanding services, coordinating community partners and education, and quality assurance in existing service delivery.
- Regularly attend collaborative, community, and local task force meetings.
- Oversee all public and external stakeholder communications and outreach materials as relates to housing services.

## **Qualifications and Competencies:**

- Master's degree strongly preferred. Bachelor's degree in social services, business, or related field required. Licensed clinicians/clinical work experience preferred.
- Minimum of ten (10) years of professional experience in the human services, social work, or related field.

- Minimum of five (5) years working in housing services, including program design, administration, and implementation.
- Minimum of five (5) years experience in staff management and supervision.
- Valid California Driver's License, insurance, and access to personal automobile.
- Proven track record of program leadership, successful strategic collaborations, and partnerships.
- Knowledge of and connection to Alameda County community resources.
- Excellent writing and verbal communication skills.

**Physical Requirements & Working Environment:**

The work environment and physical demands described represent those required by employees to perform the essential functions of this job with or without reasonable accommodation.

- Ability to work at a desk or computer workstation.
- Ability to perform repetitive office tasks.
- Ability to review a wide variety of materials in electronic or hard copy form.
- Sufficient manual dexterity to enable the employee to operate a personal computer, phone, and related equipment.
- Must be able to lift 25 pounds.

**To Apply:**

Email your resume and cover letter to HR Manager, Esther Nand at [enand@bffc.org](mailto:enand@bffc.org). Please title attachments with your first and last name. Only applications that include all requested documents are considered. Submissions will be reviewed weekly. We are looking to hire as soon as possible, first come first serve, and position is vacant until filled. Only short-listed candidates will be contacted. No phone calls please.

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

Building Futures with Women and Children is an Affirmative Action /Equal Opportunity Employer which hires without regard to race, gender, color, religion, sexual orientation, national origin, age, physical or mental disability, citizenship status, veteran status, or any other characteristic prohibited by federal and state law.