



CATHOLIC COMMUNITY SERVICES
CATHOLIC HOUSING SERVICES
SERVING PEOPLE OF ALL BELIEFS



DIRECTOR OF HOUSING AND HOMELESSNESS SERVICES

| *January 23, 2023*

CATHOLIC RECRUITER ASSOCIATES

EXECUTIVE SEARCH • MANAGEMENT CONSULTING



BACKGROUND

CCSWW's Southwest Regional Agency provides essential services to the poor and vulnerable across a 13-county region of Southwest Washington with an operating budget of ~30 Million/year. Programs include a wide array of services to individuals and families experiencing homelessness (or at risk of experiencing homelessness), foster care, refugee and asylee services, behavioral health, services to seniors and disabled adults, and many more. Culturally, the majority of our management staff have 10+ years' experience within the organization. We seek to be a dynamic and responsive leader in the communities we serve, seeking primarily to step into services and geographic areas where other organizations lack the experience or capacity to provide. We see ourselves as a collaborative partner with the communities we serve. Embracing a culture of servant leadership in the tradition of Robert Greenleaf, we are looking for a leader that sees themselves as a support to the exceptional leaders under their supervision.

Position Title: Director of Housing and Homelessness Services

Reports To: Agency Director

Position Description:

This Senior Management position works closely with the Agency Director and the Associate Agency Director for CCSSW to direct and oversee the day-to-day operations of 4 program divisions that provide services to people experiencing homelessness and those in our permanent housing programs. This includes strategic planning, program development and implementation, budgeting/financial management, technology, human resources, administration, fund development, and facilities. Responsible to provide effective operations support to over a dozen service delivery locations and the management teams that operate them across 13 counties in SW Washington to ensure quality service delivery and support, sound financial management, and effective community relations. Assures that major operational issues are brought to the attention of appropriate management and works to develop and implement plans to successfully address such issues.

Major Duties & Responsibilities:

Manages the planning and budgeting process for programs serving people experiencing homelessness, while ensuring sound financial management throughout the region.

- Works with Service Directors, Program Managers, and other management staff on developing the entrepreneurial spirit of the agency and managing according to the principles of good stewardship of limited resources.
 - Developing financial data tracking systems, including cost-per-unit of service data;
 - Developing financial and productivity indicators for programs;
 - Managing programs to achieve organizational budget goals;
 - Developing plans to rectify financial issues out of compliance with organizational goals.

Supports program staff, managers, and directors through consultative leadership and ongoing professional development.

- Ensures program staff receive the support and training they need to be successful in their roles and to meet their professional development goals.
 - Provides training and technical expertise to management staff regarding best program practices and engaging community resources;
 - Helps directors and managers identify opportunities for growth, evaluate their suitability, and develop plans for expansion of services as applicable.
 - Provide real-time support for staff handling crisis situations as needed, and keeps appropriate administrative staff informed.

Work with Agency Director, Service Directors, and Managers to establish strategic direction and annual goals.

- Implement strategic planning process, including annual operating plan responsive to goals.

- Brings ideas and opportunities for service enhancement and development forward within the agency.
- Works with Agency Director, Service Directors, and Managers in developing and implementing service strategies.
- Actively searches out new service delivery initiatives and the appropriate funding to bring these initiatives to fruition.

In coordination with the Agency Director, provide oversight of Housing and Homeless Services to ensure that program quality and service delivery are of the highest quality and evaluated on a regular basis.

- **Finance** – Ensure sound financial management across the region.
- **Human Resources** – Ensure a productive, enjoyable, and diverse work environment where the fair and equitable treatment of all employees is a primary concern.
- **Technology** – Ensure an effective information technology infrastructure to meet the strategic needs of the programs.
- **Facilities** – Ensure all program facilities adequately support current programs and provide a safe and healthy working environment for staff, clients and the community. Oversee the planning of new construction, acquisition, or renovation of facilities within the region.
- **Fund Development** – Ensure a comprehensive fund-raising program that ensures financial stability.
- **Administration** – Collaborate with Regional and Agency leadership on regional administrative tasks and planning.

Assures that services are provided in compliance with all relevant laws, regulations, and contractual obligations.

Attends various administrative meetings, as required to ensure that staff are informed about and understand all operational issues. Represents the Agency Director at community meetings as requested. Assists Agency Director with related boards and committees.

Supervision:

- Directly supervise the following staff:
 - Southern Services Director
 - Director of Homeless Adult Services
 - Director of Family Housing Network
 - Director of Thurston, Grays Harbor, and HEN services.

- Works collegially with the following Directors:
 - Human Resources Director
 - Finance Director
 - Associate Agency Director

Qualifications:

Desired Qualifications

- MA in Business Administration, Public Administration, or related discipline. Or ten or more years equivalent work experience and/or training;
- Five or more years' experience managing services to people experiencing homelessness, with at least three in a shelter environment;
- Experienced administrator with significant program development and implementation skills, preferably in a non-profit setting;
- Energetic, entrepreneurial, innovative, individual with high ethical standards and a professional image;
- Demonstrated strong financial and organizational skills with exposure to non-profit accounting and financial reporting requirements;
- Background in human resource policy management preferred;
- An extremely well organized, detail oriented, self-directed individual who is articulate and can relate to people at all levels of an organization and demonstrates an understanding and appreciation for diversity;
- A decisive individual with the ability to respond effectively to the most sensitive inquiries or complaints;
- A dynamic communicator able to make effective and persuasive presentations;
- Willingness to work occasional weekends/evenings to support Board, fundraising, and program events.

Salary: Highly competitive with comprehensive benefit package.

Application Deadline: March 15, 2023

(We reserve the right to shorten the deadline for applications if we have sufficient interest. Please apply early to ensure your background will be considered.)

For consideration, please email resume to:

Brent Morton
Vice President
Catholic Recruiter Associates
Brent@CatholicRecruiter.com

Note: Only those selected for an interview with the search committee will be contacted.

Search managed by:

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