

GRANDMA'S HOUSE OF HOPE

Director of Housing



Status: Full time, Exempt

Reports to: Chief Executive Officer

Supervises: Housing Program Managers

Salary Range: \$80K-\$95K

Schedule: Monday through Friday, Day Shift from 8:30am-5pm

Must be able to pass background checks successfully upon hire and throughout employment. Demonstrate the ability to obtain a CPR/First Aid Training certification and maintain a valid driver's license and driving record

Organization: Grandma's House of Hope (GHH) empowers the invisible populations of Orange County by serving those who truly slip between the cracks of other programs. Founded in 2004, GHH fills gaps in basic needs by providing wrap-around shelter services to Orange County's most vulnerable, underserved and socio-economically disadvantaged women and men. Our welcoming homes nurture hope, our case managers promote growth, our counseling partners facilitate healing, and our housing navigators guide our participants toward stability. Our goal is for our participants to graduate to permanent housing as stronger, more confident, and autonomous individuals through these holistic resources. 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. For more information on GHH, please visit our website at www.grandmashouseofhope.org.

GHH's Rescued and Restored Housing Program provides emergency, transitional, and bridge housing for homeless adult men and women, 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 12 housing facilities in 10 locations throughout Orange County, operating year-round with a total of 135 beds.

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Position: The Director of Housing (DOH) is primarily responsible for the continued success of the GHH Rescued and Restored Program and for ensuring that all services provided within the program continue to positively impact our community and our individual program participants. The DOH will direct, guide, and oversee 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 individuals. The DOH will

manage primary Housing Program operational functions, including: program implementation, grant and contract compliance. As a member of the executive management team, the DOH will participate in the development and implementation of programmatic and organizational policies, programs and priorities that will contribute to GHH's overall success.

Qualifications

Education/Experience

- Bachelor's degree in a human services field required; Master's degree is preferred.
- Minimum of 5 years of experience in nonprofit agency operations management and supervision.
- Minimum of 3 years of experience as a direct service provider within a housing program, with demonstrated experience delivering trauma-informed services to individuals who are experiencing homelessness and have trauma histories, mental health disabilities and/or substance use disorders.
- Experience managing grants and contracts, including data collection, report writing and program development.
- Considerable knowledge of and commitment to Housing First practices, trauma-informed care, strengths-based service delivery and harm reduction approach.
- Experience in program implementation and strengthening current program operations.
- Experience managing personnel/HR issues, and supervising, motivating and leading staff
- Advanced computer skills, particularly with Microsoft Office, G-suite, and database management; specific experience with HMIS is a plus.
- Strong written and verbal communication skills, excellent relationship-building skills, advanced skills in conflict resolution and crisis management, and enthusiasm about GHH's mission.
- Knowledge of Orange County's nonprofit landscape, housing/shelter programs and Continuum of Care is a plus.
- Excellent judgment, integrity, credibility, trustworthiness, diligence and problem-solving skills.

Job Duties/Responsibilities

- Work with the Chief Executive Officer (CEO) and Housing Program Managers to identify and implement strategies, systems and processes to improve the Housing Program and thoughtfully grow the program to best meet the needs of underserved populations experiencing homelessness in Orange County.

- Supervise the Housing Program Managers to further advance GHH's Rescued and Restored Housing Program and ensure that all Housing Program services continue to positively impact our community and our individual program participants.
- Support Housing Program Managers quickly, fairly, thoroughly, and appropriately.
- Direct all Housing Program operations, making sure that GHH's staff are using a Housing First approach, trauma-informed care model and other current best practices in delivering effective services and support to individuals experiencing unsheltered homelessness, including survivors of crime and other trauma, individuals with disabilities, those struggling with substance use disorders, and adults re-entering the community from jail/prison.
- Supervise the Housing Program Managers to ensure the data is being fully and accurately recorded into HMIS and routinely evaluated for continual program improvement.
- Develop and implement the systems and processes necessary for program and service improvement.
- Attend house meetings at all housing properties as needed.
- Manage the GHH Community Leadership Program (CL) files.
- Ensure that the Housing Program Managers enforce 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.
- Provide after hour support in the case of an emergency at our housing facilities, in the case of a fatality or overdose.
- Assist Human Resources in the recruitment, hiring, termination, employee orientation/onboarding, internal investigations, and disciplinary actions for all Housing Program staff
- Manage the onboarding training for all Housing Program Managers
- Support the Behavioral Health Recruitment and Retention Specialist for successful launch and continued implementation of a new Recruitment and Retention Program.

Data Recording, Tracking & Reporting

- Support Housing Program Managers in ensuring accurate and complete entry of participant data into HMIS from Housing Program staff.
- Work with Housing Program Managers 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 and maintain policies and procedures to ensure the quality and consistency of Housing Program data and processes.

- 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

- Support the Human Resources & Operations Manager in monitoring housing facilities for safety, security and maintenance issues.

Housing Program Administration

- Collaborate closely with the Development Team and grant writers, ensuring they are sufficiently well-informed of the programs' current services, trends, successes, and needs for informational purposes only.
- Develop annual action plans for the Housing Program to achieve strategic plan goals and prepare reports on processes throughout the year.
- Ensure that Housing Program procedures, policies, files, practices and all programmatic components are in compliance with all contractual, organizational and legal requirements and serve as the point person for all contract audits.
- Coordinate and serve as the point of contact for all housing audits for our housing sites, including Community Leader and personnel files, and necessary compliance issues.
- Provide timely, accurate and unbiased communication about participant, program, partner, and facility-related successes and concerns to the CEO in a documented form, this includes any circumstances that compromise organizational integrity or present a liability for GHH.
- Prepare and submit timely contract, grant and Board reports related to the Housing Program and ensure adherence to performance measures and goals in GHH contracts and grants.
- Create and deliver presentations on GHH programs to external parties; attend all board meetings to present monthly board reports prepared by all departments.
- Build and maintain strategic partnerships with other organizations and governmental agencies, including the County of Orange Healthcare Agency.
- Attend the required Orange County Continuum of Care, OC Healthcare Agency, CalAIM, Mentored Internship Program, Weekly Finance Team Meetings, and HMIS-related meetings as well as additional meetings and events, as assigned.
- Develop and maintain effective systems for electronic and hard copy recordkeeping for the Housing Program, which includes the Housing shared drive, AirTable, Housing Whiteboard and Client List, CL files, etc.

Confidential Information: The DOH will have access to confidential employee and organizational information. Therefore, the DOH must pay particular attention to, strictly adhere to and help to enforce employee and organizational confidentiality and abiding privacy and employment laws.

Physical: In the course of performing this job, the incumbent typically spends time sitting, walking, standing, listening/speaking, writing and operating a personal computer. S/he will be required to drive an automobile or use public transportation to attend meetings within the community. S/he is expected to lift and carry office records and supplies up to 40 lbs on an occasional basis. Reasonable accommodations may be arranged to enable individuals with disabilities to perform essential duties of the job.

Requires some travel throughout north Orange County therefore this position must have reliable transportation, a valid California Driver's License, and ongoing, active automobile insurance that complies with state requirements. If applicants use public transportation, they should consult with Human Resources regarding applicable requirements.

Work Environment: The noise level in the work environment is usually moderate and fast paced. While performing the duties of this position, the employee is occasionally exposed to outside weather conditions when driving to and from meetings. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job. Benefits: GHH has a generous benefits package, including 13 paid Holidays, Sick Pay, Vacation (PTO), Time off for Crime Victims, Retirement Savings Program and CaliforniaChoice Healthcare Plan and Concordia Dental Plan. Supplemental Vision, Disability, Accident, Life insurances are available. Hybrid work schedules may be considered.

Grandma's House Of Hope Is An Equal Opportunity Employer

GHH actively works to foster a diverse and inclusive environment for our staff, volunteers, and participants. GHH recognizes the importance of employing people who reflect the diverse backgrounds and life experiences of our participants in order to create a welcoming program. GHH's staff reflects that commitment, allowing us to relate to our participants linguistically and culturally. We believe that these lived experiences among our staff allow us to relate at a deeper, more authentic level with our participants.

We celebrate our inclusive work environment and encourage folks of all backgrounds and perspectives to apply. We are committed to having an inclusive and transparent environment where every voice is heard and acknowledged. We strongly encourage applications from women, people of color, LGBTQIA and other marginalized communities. GHH is committed to a barrier-free recruitment process and work environment. Please reach out if any accommodations are needed.

