

CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA
JOB DESCRIPTION

NOTICE: This job description is provided as a general summary of common job duties performed by individuals assigned to this job title. It is not all-inclusive, nor is it intended to create a contract, written or implied, between employees and Catholic Charities, nor does it in any way alter the employment at-will relationship that exists between employees and Catholic Charities. As a condition of employment, all agency employees are expected to perform job duties assigned by agency management even when such duties are not included in their job description.

JOB TITLE: Director, Homelessness and Housing Solutions
REPORTS TO: Chief Program Officer
EMPLOYMENT STATUS: Exempt
TIME COMMITMENT: Full-Time
SALARY:

Position Summary

With a One Agency perspective, the Director, Homelessness and Housing Solutions, as an innovative and collaborative leader, supports all homeless outreach emergency shelter, and housing programs within Catholic Charities. The Director, Homelessness and Housing Solutions guides and influences the work of staff members in the department to accomplish the goals and the mission of Catholic Charities with confidence and enthusiasm.

The Director, Homelessness and Housing Solutions oversees the operations of Homelessness and Housing Solutions including program and budget management, grants management, and administration. The Director, Homelessness and Housing Solutions endeavors to strengthen existing and create new community partnerships to end homelessness. The Director, Homelessness and Housing Solutions has the responsibility for systems development and enhancement in department organization, budget management, compliance, and data analysis.

The Director, Homelessness and Housing Solutions is responsible for the implementation of strategic initiatives, annual goals, budget guidelines, and operational timelines. This position will lead program development by establishing outcome goals and strong data systems to support-high level data analysis to determine program outcomes to sustain continuous improvement. The Director, Homelessness and Housing Solutions will focus on team development to support staff members and enhance agency culture. The Director, Homelessness and Housing Solutions will assess, and articulate critical program needs to the Chief Program Officer.

Programs include:

- Outreach & Engagement (Drop-In Center, Homeless Services Outreach Team (HOST), and InRESPONSE)
- Sam Jones Hall Shelter

- Santa Rosa Safe Parking Pilot Program (2022 - 2023)
- Nightingale at Caritas Center
- Family Support Center at Caritas Center
- Palms Inn Community Supportive Services
- Permanent Supportive Housing & Master Lease Program - Scattered Sites
- Rapid Re-Housing Programs (Santa Rosa, Sonoma County, and Rohnert Park)
- Housing Navigation and Stabilization Case Management Services
- Rainbow Housing Family Shelter (Napa)
- Napa Nightingale
- Youth and Family Services at Caritas Center

Dimensions

- Staff: Supervision 20-75, Direct Reports 3-4, Volunteers 1-30
- Budget:
- Signature Authority: General \$1,000 Client Assistance \$ 3,000
- Agency-wide Committees: Leadership Team (member)
Safety Steering Committee (member)
O/PQI Team (member)

Dimensions

Staff: Supervision (20-75), Direct Reports (3-4), Volunteers (1-30)

Agency-wide Committees: Leadership Team
O/PQI Team
Safety Steering Committee

Signature Authority: Per Agency Financial Processing Approval Procedure/Authority Levels

Essential Functions

1. Create and implement strategy for program planning, operating, staffing, and organization structure for Homeless Services. Work closely with the leadership team to strengthen programing and streamline processes across programs.
2. In collaboration with the Chief Program Officer, plan and maintain department budgets. Provide guidance and oversight to Assistant Directors for grant and budget management.
3. Assist grant administration in the areas of Housing and Urban Development, Continuum of Care, Emergency Solutions, local grants, private foundations, and in other existing and future areas. Assist with the Community Development Commission's administration requirements and budget implementation and manage program aspects of the annual budget.

4. Work to strengthen relationships with other service providers to improve service delivery to clients and to serve on community committees as directed by the Chief Program Officer.
5. Develop and manage a comprehensive outreach/working relationship with stakeholders including agency homeless services programs, other homeless service providers, elected officials, businesspeople, and neighborhood residents. Maintain awareness of changes in market and community processes that can impact shelter services. Bring forward prospective recommendations to deal with expected changes. Represent agency in public and private forums regarding the services within the Director, Homelessness and Housing Solutions' control.
6. Ensure all service sites have adequate standard and emergency staffing for delivery of services.
7. Ensure appropriate control and review of all facilities, equipment, and resources of the programs. Ensure routing maintenance and security planning for safety of staff, clients, and facilities in collaboration with the Director, Facilities.
8. Provide leadership through staff development across programs with a focus on providing a thorough staff training with Quality Improvement and Human Resources.
9. Develop a yearly Professional Development Plan in collaboration with the Chief Program Officer and Director, Human Resources based on performance reviews, agency needs, advancement of knowledge, and skills in job-related areas.
10. Create and maintain ongoing opportunities for staff members to provide feedback on program operations.
11. Work closely with agency leadership and other employees to support a good working relationship with other departments and programs.
12. Develop, evaluate, and manage supervisory staff working with Homeless services. Ensure supervisors and program staff are aware of agency policies and use the policy and procedures in the daily administration of program and staff issues.
13. Implement agency policies and procedures with fidelity. Implement performance and quality improvement process in compliance with agency's process. Ensure that all employees in Homelessness and Housing Solutions understand these and work accordingly.
14. Measure performance to improve quality of services in all department programs.
15. Work within program areas to create integrated data systems to ensure efficient client care and feedback loops measure outcomes for program success. Complete reports and statistical analysis required by the agency. Assist with requests for data and reporting to

ensure compliance with grants and funding agency requirements.

16. Conduct and document staff meetings and training sessions according to agency standards.
17. Support the Mission, Vision and Values of Catholic Charities in the performance of all essential job functions and responsibilities.

Note: Catholic Charities considers this position to be a mandated reporter of child abuse and elder abuse.

Other Responsibilities

1. Some travel within Sonoma and Napa counties as needed.
2. Work with the Diocese of Santa Rosa and local parishes as appropriate and requested.
3. Perform other related duties as assigned.

Agency Culture

It is essential that all employees of Catholic Charities aspire to the following:

- *A commitment to the agency's mission, vision, and values.*
- *A commitment to excellence in everything we do.*
- *A commitment to performance and quality improvement.*
- *A commitment to outcomes and measured results.*
- *A commitment to innovation and to what is possible.*

Education, Experience, and Skills Required

1. Bachelor's degree, and a minimum of three to five years of experience with increasing responsibility in human services preferably with individuals or families experiencing homelessness, experience effectively leading operational team, and managing professional and support staff required. An additional four to six years' experience working with individuals and/or families experiencing homelessness or other marginalized populations may be substituted for a bachelor's degree. Master's degree preferred.
2. Demonstrated ability to develop and manage complex program budgets. This includes experience with Federal, State, and local grant contracting, budget development, and oversight.
3. Understanding of causes of homelessness and responsiveness to the needs of people experiencing homelessness.

4. Ability to lead, organize, inspire people from all walks of life; understanding of people from different cultures and value systems.
5. Ability to thrive in a flexible, fast-paced, and growth-oriented environment, while maintaining a sense of humor and a positive, solution-oriented approach.
6. Computer literacy required including experience with Microsoft 365 Suite.
7. Strong written and verbal communication; organization, conflict resolution, problem-solving, and fundraising skills. Ability and confidence to speak to external programmatic partners and stakeholders about Homeless Services as well as presentations to small and large groups of people.
8. Excellent interpersonal skills, cooperative, friendly, proactive, and helpful attitude with clients and co-workers. Ability to work closely with clients and other employees to ensure a positive and constructive environment within the program or department and throughout the agency.
9. Passion and enthusiasm for the mission of Catholic Charities and its clients.
10. Valid driver license and at least state required minimum of automobile insurance, clear DMV driving record and ability to provide own transportation. Must be willing and able to travel between agency sites.
11. Must pass DOJ background clearance (fingerprinting) in accordance with the Diocese of Santa Rosa's policies prior to the start of employment.
12. Bilingual (English/Spanish) preferred, but not required.

Job Analysis/Job Description Physical Requirements

Never (N)

Occasionally (O) = Up to 3 Hours per Day

Frequently (F) = Up to 6 Hours per Day

Constantly (C) = Up to 8 Hours per Day

Physical Activities	Frequency
Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like.	N
Moving self in different positions to accomplish tasks in various environments including tight and confined spaces.	N
Remaining in a stationary position, often standing, or sitting for prolonged periods.	C
Moving about to accomplish tasks or moving from one worksite to another.	F

Adjusting or moving objects up to 10 pounds in all directions.	C
Communicating with others to exchange information.	C
Repeating motions that may include the wrists, hands, and/or fingers.	F
Operating machinery and/or power tools.	N
Operating motor vehicles or heavy equipment.	N
Assessing the accuracy, neatness, and thoroughness of the work assigned.	C

Environmental Conditions	Frequency
Low Temperatures.	O
High Temperatures.	O
Outdoor elements such as precipitation and wind.	O
Noisy environments.	O
Hazardous conditions.	N
Poor ventilation.	N
Small and/or enclosed spaces.	N
No adverse environmental conditions expected.	X

Physical Demands	Frequency
Sedentary work that primarily involves sitting/standing.	C
Light work that includes moving objects up to 20 pounds.	C
Medium work that includes moving objects up to 50 pounds.	O
Heavy work that includes moving objects up to 100 pounds or more.	N

Signatures

This job description has been approved by all levels of management:

Management _____ Date _____

HR _____ Date _____

Employee signature below constitutes employee's understanding of the essential duties, functions, and requirements of the position.

Employee Signature _____ Date _____

Employee Name (Printed) _____