

Residential Services Director

Job Description

Title: Housing and Advocacy Services Director

Reports to: Chief Operating Officer

FLSA Status: Exempt

Wages: \$75,000

Job Type: Full-Time

Location: Escondido

CCS is an equal opportunity employer that strives to create an inclusive environment and a diverse workforce from all backgrounds, abilities, and cultures.

Note: Any offer of employment made by CCS is contingent upon providing CCS with valid, accurate, and truthful proof of COVID-19 vaccination. An applicant's conditional offer of employment will be rescinded if the applicant fails to provide proof of vaccination or does not have an approved exemption by the anticipated employment start date. An applicant may qualify for an exemption from the COVID-19 vaccination requirement if they are unable to receive any COVID-19 vaccine due to qualifying medical reasons or based on sincerely held religious beliefs, practices, or observances.

Position Summary: The Housing and Advocacy Services (HAS) Director oversees the development and implementation of CCS housing programs, including short-term and longer-term shelter programs (in East and North-Inland regions of SD County), a Domestic Violence Housing First program, and the 24/7 relationship violence and sexual assault hotline. Ensures programs are trauma-informed, evidence-based, and integrated with other CCS programs and services. Works with department staff, other CCS Stakeholders, and funders to develop, implement, and evaluate the programs' effectiveness and compliance with contracts. The HAS Director develops, strengthens, and maintains relationships with funders, collaborative partners, and local, state, and federal coalitions to strengthen and fund CCS housing-related programs. Participates in grant-writing and other resource development activities for department sustainability and participates in agency-wide efforts such as strategic planning. Assists in building community partnerships/collaboration to help expand CCS outreach efforts and build possible funding streams. Hires, supervises, coaches, and evaluates the Residential Services Manager, Residential & Hotline Services Manager, and Housing Coordinator. This position requires leadership in facility maintenance and safety.

Essential Functions:

- Achieve and maintain expertise in designing, implementing, and evaluating culturally humble, evidence-based shelter, housing, crisis response and advocacy programs.
- Ensure the utilization of best practices in core arenas of trauma-informed practices, community-based advocacy, holistic strengths-based client services, danger and lethality assessment, high-risk and crisis intervention, healthy relationships, safety planning, resiliency, and interdisciplinary teamwork. Create, write, implement, and enforce standards of practice for the delivery of services.
- Evaluate each programs' effectiveness utilizing best practices and data-driven results.
- Develop a team approach to services that welcomes innovative ideas that are effectively implemented and outcome driven.

- Establish and maintain service and contract compliance and quality assurance across CCS housing services, residential program, and hotline services, including periodic client file reviews, promoting fidelity and accountability.
- Responsible for solid management and administration of the department to include best practices models, peer review, continuous improvement, contract management, staff development, staff efficiencies, grant writing, reports, and fiscal responsibility. Complete and submit required documentation, including reports and administrative paperwork, in a timely manner.
- Establish and maintain positive public relations to support, enrich and expand CCS' housing and advocacy programs including fostering and sustaining mutually beneficial relationships/partnerships with shelter-related collaboratives, other shelter/housing providers, law enforcement, medical providers, government entities, businesses, media, funding sources, and community partners. Represent CCS in community meetings and events.
- Hire, train, supervise, evaluate, and mentor the HAS leadership team, including the Residential Managers and Housing Coordinator. Maintain a climate that attracts, retains, and motivates a diverse staff of top-quality employees and volunteers, with an emphasis on teamwork.
- In collaboration with HAS leadership and Operations Manager, oversee the maintenance and repairs for residential facilities including technology, supplies, security, and other facility issues.
- Provide immediate assistance, telephonically or in person as necessary, after normal business hours to shelter, advocacy, and counseling staff, by participating in a regular rotation with program directors.
- Other duties as assigned.

Job Requirements:**Education:**

- Master's Degree in social work, public policy, business administration, counseling, or related field, or equivalent experience/education.
- Completion of California State-approved Sexual Assault/Domestic Violence Crisis Intervention Training required (or must complete upon hiring).

Experience:

- Three years of housing and/or residential program oversight and effective staff management.
- Three years of experience providing services to individuals and families who have been impacted by trauma, preferably related to domestic violence, sexual assault, and/or stalking.
- Two years of experience with financial budgets and grant funded projects.
- Proven ability to work effectively with community partners on collaborative efforts.

Preferred Experience:

- Bilingual fluency in Spanish/English (oral and written) strongly desired.
- Minimum two years' experience working in a nonprofit agency setting.
- Experience writing grants and program reports.
- Experience with budget and contract management.
- Experience managing multi-faceted and/or multi-site programs.
- Experience in program evaluation and conducting needs assessments

Core Competencies:

- Working knowledge of evidenced-based trauma-informed practices.
- Outstanding interpersonal and communication skills; demonstrated ability to interact with diverse groups.

- Computer proficiency with Microsoft Office Applications (Word, Excel, Outlook, Power point, Access)
- Organized and detail oriented with the ability to effectively multi-task, prioritize, and meet deadlines.
- Ability to maintain a proactive approach and execute all duties in their entirety.
- Proactively adapt to always changing requirements and duties.
- Must demonstrate respect and openness for cultural diversity in all its forms, including ethnicity, sexual orientation, abilities, genders and gender identities, and religious backgrounds.
- Ability to maintain confidentiality and respectful communication at all times.

Working Environment:

This job operates in a communal housing facility. Must maintain personal cell phone for work-related purposes. Ability to work in IPV, SA, and stalking fields. Working conditions may include possible exposure to communicable diseases related to those typically found in communal housing. This position is classified as critical and essential under Public Health Authority. Full COVID-19 vaccination required to successfully fulfill the duties of the job.

Physical Demands:

The physical demands described here are representative of those that must be met by an incumbent to successfully perform the essential functions of this job. While performing the duties of this job, the incumbent is regularly required to see, talk, and hear. The incumbent frequently is required to stand, walk, go up and down stairs, stoop, bend, use hands to finger, handle or feel, and reach with hands and arms. Must be able to carry up to 50lbs.

Travel:

Some travel may be required (40% within San Diego County). Must have reliable transportation available for work-related purposes, a valid California driver's license, and proof of automobile insurance.

Work Hours:

These programs function on a 24/7 basis. The employee must be available during Agency working hours of 8:30 a.m. to 5:30 p.m. and must work 30 hours each week to maintain full-time status. Evening, weekend, and come holiday work may be required as job duties demand.

To Apply: Please submit your resume and cover letter to Cori Austin at CAustin@ccssd.org