

POSITION: Director of Housing Services
REPORTS TO: Chief Program Officer
STATUS: Exempt, Full-Time
COMPENSATION: \$60,000-65,000 Annually
BENEFITS: Medical, Dental, Vision, Life Insurance, FSA; Paid Holidays, Sick, and Vacation
LOCATION: Sacramento, CA

JOB SUMMARY:

The Center is on a rapid growth trajectory and we are looking for an experienced housing leader who will be responsible for the oversight of homeless service programs. This position supervises case managers, coordinators, housing advocates, a housing navigator, a house manager, and interns and serves on the agency's leadership team. Primary responsibilities include direct oversight of the Center's three youth housing programs. The Director must be able to work independently, under pressure, and with absolute confidentiality and discretion. Some evenings and weekends are required. This position must have a positive and supportive attitude toward the agency and its overall success.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- 1) Serve as the Center's content expert on issues facing unhoused youth.
- 2) Supervise a department of 10-12 full time staff and the following areas; Short-term Transitional Emergency Program, Transitional Living Program, Host Homes, and the emergency overnight program.
- 3) Monitor operations and procedures; evaluates department issues and recommends and implements solutions; assures strategic goals are reached.
- 4) Understand and relate to others the aims, concepts and principles of issues facing unhoused populations.
- 5) Center racial justice as a form of liberation for unhoused LGBTQ people.
- 6) Knowledge and understanding of the issues, needs, and interests of LGBT youth, adults, families and community, including knowledge of the spectrum of gender and sexual identities and transgender issues.
- 7) Collaborate with key leaders and staff, and building upon established work, develop an overall, unifying vision for an overarching unhoused LGBTQ youth community.
- 8) Knowledge of Federal, State and County regulations applicable to housing youth.
- 9) Conducts assessments, conducts curriculum-based classes and process groups, and provides crisis intervention services as needed.
- 10) Oversee data collection, maintenance of data integrity, and reporting to senior leaders and funders. Meet measurable objectives and ensure compliance with all grants and contracts.
- 11) Develops and maintains safety protocols for all housing programs.

MANAGEMENT SUPPORT:

- 1) Provide support to the Center and the Chief Program Officer.
- 2) Assist with the rest of the programs in the center.
- 3) Provide support for internal and external clients and guiding staff and interns into the proper format with handling clients.
- 4) Hold staff accountable and provide professional development opportunities for staff to advance their skills in youth housing service provision.

- 5) Ensure alignment of programming with grant deliverables and program priorities.
- 6) Serve as the crisis control manager, maintaining communication, and executing emergency plans in housing programs.
- 7) Provide input and leadership in budget preparation as well as ensure fiscal monitoring, control and oversight to ensure all programs are operating within approved budget guidelines.
- 8) Participate in, and if necessary, facilitate community meetings and forums, and represent the department at events and presentations.

RELATIONSHIP MANAGEMENT:

- 1) Assist in maintaining communication and relationships with youth housing organizations including the Homeless Youth Task Force and leaders throughout the Sacramento Region and represent the Center in collaborative partnership networks.
- 2) Assist in maintaining communication and relationships with stakeholders, community leaders, and collaborative partners.
- 3) Assist in maintaining communication and relationships with clients and medical providers.
- 4) Responsible for recruiting, selecting, developing, mentoring, and coaching staff and inspiring and motivating individual and team performance
- 5) Maintain strict confidentiality in relationships with all assistant directors, staff, clients, media, and donors.

QUALIFICATIONS AND EXPERIENCE:

- 1) Passion for the Center's mission and work to create a region where LGBTQ people thrive and a commitment to long-term sustainability of the organization.
- 2) Minimum 5 years experience managing programs that serve youth and young adults.
- 3) Experience working with the LGBTQ+ community and familiarity with issues of particular relevance to LGBTQ+ people including a demonstrated ability to work effectively with people of diverse races, ethnicities, nationalities, sexual orientations, gender identities, socio-economic backgrounds, religions, ages, English-speaking abilities, immigration status, and physical abilities in an intersectional environment.
- 4) Excellent interpersonal, verbal, and written communication skills, with the ability to communicate in a tactfully assertive manner; superior spelling, grammar, AP style copy editing skills are required.
- 5) Experience working intersectionally with unhoused youth.
- 6) Strong critical thinking skills with a proven attention to detail, organization, and timely independent decision making.
- 7) Ability to synthesize information and manage competing priorities and constituencies.
- 8) Strong political acumen and ability to handle agency information and correspondence with strict confidentiality and discretion.
- 9) A creative problem-solver, excellent ability to troubleshoot and exercise sound judgement to prioritize tasks and limit distractions.
- 10) Experience in developing staff and interns.
- 11) Proactive and self-motivated under tight deadlines, with the ability to take direction and function under high pressure.
- 12) Helpful demeanor, focused on customer service, and a proven ability to establish solid connections and build successful relationships that support the mission.
- 13) Values confidentiality, tact in the workplace and proper social media etiquette.

REQUIREMENTS

- 1) Bachelor's Degree; Master's Degree preferred; Social Work, Higher Education, Public Health, Ethnic Studies, Gender Studies, or Community Development.
- 2) Regular, consistent and punctual attendance. Must be able to work occasional nights and weekends with a variable schedule and occasional short-trip travel.
- 3) Advanced proficiency in Microsoft Office including Outlook, Word, Excel, and PowerPoint are required; must also be able to type 40-50 WPM and a working knowledge of Microsoft Teams and other communication platforms.
- 4) Access to reliable automobile transportation with a valid driver's license and proof of insurance is required. This position will be required to run errands, pick-up and deliver staff and materials on occasion throughout the Sacramento region.
- 5) Proficiency in English is required; ability to speak/read/write/translate in languages other than English is a plus.
- 6) The person in this position may be required to sit or stand for extended periods, maneuver tight storage space, move objects up to 50 pounds, ascend/descend stairs, operate office equipment, open and close filing cabinets and boxes, observe visitors, and communicate messages by telephone.
- 7) Offers of employment may be contingent on satisfactory results of a criminal history background check and employees must be legally permitted to work in the United States.
- 8) The Sacramento LGBT Community Center is a drug free workplace, employees may be subject to a drug test.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change, or new ones may be assigned at any time with or without notice.

ABOUT THE ORGANIZATION:

The Sacramento LGBT Community Center works to create a region where LGBTQ+ people thrive. We support the health and wellness of the most marginalized, advocate for equality and justice, and work to build a culturally rich LGBTQ+ community.

EQUAL OPPORTUNITY:

The Sacramento LGBT Community Center is proud to be an equal opportunity employer. People of color, women, persons with disabilities, and persons who are lesbian, gay, bisexual, transgender, non-binary, or intersex are encouraged to apply. The Center maintains a policy of non-discrimination with respect to employees and applicants for employment. No aspect of employment will be influenced in any matter by race, color, religion, sex, age, national origin, marital status, ethnicity, religion, sexual orientation, gender identity and/or expression, physical disability (including HIV or AIDS), medical/mental condition, perceived physical disability or veteran status, or any other basis prohibited by statute.

TO APPLY:

Email a cover letter and resume as attachments to jobs@saccenter.org with the position title in the subject line; or submit a cover letter indicating the position you are applying for and application/resume to 1015 20th Street, Sacramento, CA 95811. For more information, visit saccenter.org/careers. No phone calls please.

