



Associate Director of Housing & Support Services Job Description

Job Title:	Associate Director of Housing & Support Services
Job Category:	Social Services
Primary Location:	Los Angeles 90007
Department:	Housing & Support Services (HSS)
Reports To:	Director of Housing
Direct Reports:	Yes
Seniority Level:	Mid-Career
FLSA Status:	Exempt
Job Type:	Full Time
Travel:	No

POSITION SUMMARY

Under the direction of the Director of Housing & Support Services, the Associate Director of Housing & Support Services will support a growing team to coordinate and deliver support services to young people facing the greatest barriers to accessing and retaining safe and stable housing. The Associate Director will lead, develop, and supervise program managers and team leads overseeing delivery of CRCD's housing-based support services, the majority of which are permanent supportive housing resources. The Associate Director will partner closely with CRCD's Real Estate team to increase and strengthen housing with support services resources in South LA. The Associate Director will report directly to the Director of Housing and Support Services to deliver the highest quality of housing-based services.

One of the main roles of the Associate Director is to support the Department Director with meeting the goals of the Housing and Support Services Department and CRCD's organizational goals established in the 5-year strategic plan. The Associate Director should spend 50% of their time providing day to day oversight, operations, and program development of permanent and supportive housing services. 25% of the Associate Director time should be spent on overseeing personnel support, service scalability, and supporting organizational growth. 10% of the Associate Director time should be used to provide manager supervision, coaching guidance, and staff development. The final 15% of the Associate Director time should be spent on supporting the Director with department growth, development, strategic planning, and implementation.

ESSENTIAL DUTIES & RESPONSIBILITIES

1. Develop and implement workplans and support the implementation of policies and procedures to ensure successful program delivery and contract performance.
2. Provide training, leadership development, and supervision to lead staff and managers overseeing ICMS.
3. Support and coordinate strategic priorities and goals established in CRCD's 5-year strategic plan.
4. Assess effectiveness of housing-based support services and develop strategies for service delivery and enhancement.
5. Conduct and oversee quarterly and annual evaluations for ICMS leadership staff and



Associate Director of Housing & Support Services Job Description

coordinators.

6. Oversee resident engagement and feedback activities.
7. Assist the HSSD Director and CRCD Administration to monitor program operations, create programmatic controls, and support budget management of the Housing & Support Services Department.
8. Manage relationships and facilitate collaboration with community-based, public, and private partners established by Director of HSSD and CRCD Executive Leadership.
9. Participate in meetings and conferences related to housing vouchers, lease up planning, supportive service plans, and ongoing ICMS coordination.
10. Support and oversee housing-based support services at CRCD's permanent supportive housing and scattered-site housing programs.
11. Work closely with CRCD's Learning & Evaluation Team to monitor data integrity, track progress towards performance targets, and analyze data to inform program design and delivery.
12. Promote a positive, collaborative work environment and culture of accountability.
13. Develop and promote partnerships with government agencies, state, not-for-profit, and for-profit organizations to create streamlined service delivery in permanent supportive housing
14. Actively engage with DHS, LAHSA, DMH, HACLA and LACDA to ensure accuracy of data and troubleshoot high-priority client issues
15. In collaboration with Director of Housing and Support Services, the Associate Director will provide budgetary oversight of program expenditures, administration support, ensure program revenue and expenses are within adopted annual budget.
16. Complete required reporting (HMIS, CHAMP, ETO, DPSS, LAHSA and DHS reports) as outlined by various funders.
17. Ensure all clients paperwork and data collection is complete, timely, accurate, and current in agency records and electronic database.
18. Ensure data entry and maintenance of program-required data systems are complete, timely, and accurate.
19. Provide program and service input and updates to the Director of HSSD and other executive team members as needed.
20. Manage the implementation of quality assurance systems and activities across all permanent supportive housing programs.
21. Define, document, implement, and track program-specific policies, procedures, standards, and metrics across HSSD.
22. Develop and plan strategically for future programmatic and service needs and community partnerships.
23. Uphold CRCD's Mission/Vision and 5 Year Strategic Plan.

MINIMUM QUALIFICATIONS

1. 3+ years' experience and master's Level Degree; or 5+ years' experience and bachelor's Level Degree, or 4+ years' manager/director experience with the homeless population



Associate Director of Housing & Support Services Job Description

(successful demonstrated ability) can be used to substitute the education requirement.

An extensive reference check will be required in this scenario.

2. Experience working with lease-based housing programs, including Section 8.
3. Experience working with young people, single adults, and families facing multiple barriers to housing stability, such as foster care, justice system experience, and mental health challenges.
4. Able to learn quickly and work effectively with a wide range of communities and with minimal supervision
5. Reliable, flexible team player who works well with minimal supervision, who has a good work ethic, and an ability to set and maintain personal boundaries.
6. Demonstrated ability to work on multiple projects simultaneously and to meet deadlines.
7. Reliable transportation: valid driver's license, and car insurance as required by law, as appropriate.
8. 5 years of supervision experience (Preferably in non-profit and human services)
9. Must display professional and appropriate email etiquette
10. Must display the ability to facilitate small and large groups
11. Knowledge and experience of Microsoft Office (Excel, Word, Power Point)
12. Proficient in reading and writing
13. Bilingual in English/Spanish preferred
14. Ability to work on weekends.

WORK ENVIRONMENT

1. On occasion walk or drive to different local sites throughout the day
2. Regularly required to sit, stand, bend, and occasionally lift or carry up to 35 lbs.
3. Combination of field and office environment
4. May necessitate working in busy and loud environments
5. May be exposed to elements like cold, heat, dust, noise, and odor
6. May participate in training and staff development that requires local and out of state travel
7. Work regularly in a community that is exposed to gang activity, substance use, homelessness, and high unemployment rates.
8. **Must be available on call for emergency crisis situations with the ability to respond after work hours as needed for emergencies**
9. This is not a work-from-home position

RESPONSIBILITIES COMMON TO ALL AGENCY EMPLOYEES

1. Encompass a "do whatever it takes approach" to serving our community
2. Always maintain a safe work environment and confidentiality.
3. Be proactive, creative, and flexible in determining, evaluating, researching, and resolving issues.
4. Organize and prioritize multiple activities to meet all external and internal deadlines.
5. Maintain professional demeanor that reflects positively on the agency.



Associate Director of Housing & Support Services Job Description

6. Demonstrate respect and courtesy toward others.
7. Able to thrive in a work environment emphasizing teamwork and collaboration.
8. Respond in a timely manner in all aspects of communication.
9. Regular and prompt attendance in the office is required
10. Work with limited to minimum supervision.
11. *Perform other duties as assigned by your supervisor.*

BENEFITS

- Dental, Vision, Medical Benefits: CRCD is in the top 10% for excellent employee benefits for non-profit organizations. CRCD offers 80% employee paid and 60% dependent paid medical
- 401K eligibility to participate from day one and up to 3% matching after one year
- Flexible Spending Account (FSA)
- Short-Term & Long-Term Disability, Accident, and Hospital Indemnity
- Whole Life Insurance, College Funding Plans/529 Savings Plan from Principal
- Pet insurance, Legal/ID Theft
- Generous work/life balance

CRCD is a mandatory vaccination employer for COVID-19 and its variants. COVID-19 vaccination is mandatory for employment. As such, all CRCD employees must be fully vaccinated against COVID-19, including new hires. All new hires must provide proof of vaccination on or before their start date; alternatively, new hires may request a medical or religious exemption on or before their start date. If a new hire requires a medical or religious exemption, CRCD will engage in the interactive process with the new hire; a new hire cannot begin working for CRCD until the medical or religious exemption application has been approved. Similarly, if a new hire is not yet vaccinated, CRCD will delay the start date until the new hire can provide proof of vaccination or approval of a medical or religious exemption application.

All candidates are subject to a criminal history check and meet CRCD's criteria regarding criminal history and must pass background check conducted by LA County. CRCD is an Equal Opportunity Employer is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation. Please direct requests for Reasonable Accommodations to the interview scheduler at the time the interview is being scheduled. You may direct any additional questions regarding Reasonable Accommodations or Equal Employment Opportunity for this position(s) to the EEO/ADA Coordinator. EEO /ADA Coordinator contact: Stacey Cabling (213) 743-6193.



Associate Director of Housing & Support Services
Job Description

ACKNOWLEDGEMENT

Employee Incumbent Name

Employee Signature

Date

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