Triangle Family Services

Job Description

**Position Title: Housing Stabilization Services (HSS) Director**

**Department: Financial Stability**

**Reports To: Chief Programs Officer**

**FLSA Category: Exempt**

**Overview of Organization & Position**

Triangle Family Services (TFS) is a dynamic nonprofit human services agency with an 87-year history of serving families in crisis in Wake County and surrounding communities. Our lifechanging programmatic work includes trauma-focused mental health services, domestic violence interventions, supervised visitation, housing stabilization services, homeless engagement, and financial counseling. (www.tfsnc.org).

**Job Summary:**

The Housing Stabilization Director works in conjunction with agency leadership to plan and implement programmatic activities and provides direct oversight and management of teams working with the Eviction Prevention and Rapid Rehousing interventions.

**Statement of Duties**

* Guide and direct service programming for indicated interventions; ensure that program activities operate according to agency policies and procedures and all contractual requirements.
* Supervise and guide program staff and volunteers in the performance of their day-to-day work responsibilities; train and mentor staff and provide regular feedback.
* Identify and resolve service gaps and system deficiencies to ensure appropriate service levels and efficient operations; provide direct client services as necessary/appropriate.
* Lead team meetings and foster teamwork among and between work groups.
* Lead and monitor program work toward accomplishment of established goals, to include financial metrics and program outcomes.
* Oversee collection and maintenance of data and records to ensure proper documentation and reporting of program activities.
* Represent and advocate for programs within the agency and facilitate the flow of interagency communication; inform senior management of identified opportunities and obstacles.
* Troubleshoot client problems and work to resolve issues among and between staff; escalate concerns as necessary.
* Verify proper and complete data collection on program outputs and outcomes; maintain expertise in HMIS use and reporting.
* Lead QI efforts for team, to include peer record review and data collection; ensure operations adhere to agency protocol, funder requirements and certification/accreditation expectations.
* Other duties as assigned.
* Work closely with division director to ensure appropriate representation/engagement at community meetings and events.
* Contribute to preparation of program-related budgets, grant proposals and reports as requested.
* Other duties as assigned.

**Desired Experience, Education, Skills and Knowledge**

* Bachelor’s degree required; Master’s degree preferred.
* 2+ years’ experience in human services and/or management preferred, ideally in a nonprofit environment.
* Prior training or experience in housing stabilization services.
* Strong written and verbal communication skills; comfortable and effective interacting with diverse audiences.
* Skilled with use of technology applications utilized to document work and track outcomes data.
* Strong time management skills with ability to balance multiple priorities simultaneously.
* Demonstrated ability to effectively manage projects and people, with a high degree of positivity, flexibility, initiative, and attention to detail.

**Values:**

* Integrity: We act in a manner consistent with our words and beliefs
* Honesty: We deal with each other in a straightforward manner
* Respect: We treat others with care and consideration
* Courage: We pursue our beliefs with strength and perseverance
* Diversity: We seek; value; and respect differences among our team
* mates
* Balance: We strive for stability and vitality in our lives

**Working Hours and Conditions**

This position will function in a fast-paced environment that requires both independence and collaboration; TFS identifies teamwork as one of our core workplace values. Most TFS employees wear multiple hats and regularly encounter opportunities to expand their skills, knowledge, and reach. We take our commitment to our clients and our donors very seriously: we work hard. We also, however, find joy, hope and fun in our daily work activities and collegial interactions.

TFS provides equal employment opportunities to all applicants and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Please submit a cover letter, resume, and required salary range to resume@tfsnc.org with the position title **(Housing Stabilization Services (HSS) Director)** in the subject line.