



## POSITION ANNOUNCEMENT: DIRECTOR OF SUPPORT SERVICES

**CLOSING DATE: NOVEMBER 15, 2017**

*Earlier Submissions Encouraged*

LOCATION: San Francisco, California

REPORTS TO: Director of Programs

STATUS: Full-Time, Exempt

### **ABOUT TENDERLOIN HOUSING CLINIC**

Founded in 1980 as a volunteer operation at Glide Memorial Church, Tenderloin Housing Clinic (THC) now has over 300 full-time employees and is one of the largest nonprofits in San Francisco offering housing, legal, and supportive services. THC's mission is to prevent tenant displacement, preserve and expand the City's low cost housing stock and to provide comprehensive legal assistance to low income tenants. THC is successful in fulfilling this mission by providing free legal services, securing single room occupancy units through the Master Lease program and offering comprehensive support services to our clients.

Operating on the Housing First model, THC believes that a homeless person's first and primary need is for a roof over their head. THC preserves and improves low-income housing in the Tenderloin and surrounding communities by assisting tenants in asserting their legal rights, providing culturally competent supportive services, strengthening community, assisting tenants to either maintain or establish permanent housing, and creating employment and leadership opportunities for formerly homeless tenants.

THC is looking for motivated, passionate and skilled applicants who want to work with a diverse and dynamic team and make a difference in the lives of others.

### **ABOUT THE POSITION**

The Director of Support Services manages a team of approximately 70 staff and is responsible for leading the overall delivery of a robust and dynamic support services program in accordance with Tenderloin Housing Clinic's (THC) Mission, Core Values, and Customer Service Philosophy. This position provides vision, leadership, direction and oversight for case management in Single Room Occupancy (SRO) residential hotels in San Francisco. These relationship-driven services are embedded in THC's residential hotels and are designed for high needs clients requiring partnership with THC's Property Management team and clinical and organizational leadership that is approachable, collaborative, flexible and motivational.

### **JOB DUTIES**

#### *Leadership*

- Provide strong leadership, vision, and direction to the department that engender trust and respect.
- Create a clinical program and structure within the department to expand the staff's clinical knowledge and services.
- Develop the managerial staff's leadership skills.
- Motivate the department to provide high level support services.
- Assist with agency-wide staff development including preparation for and facilitation of trainings on topics including but not limited to communication, case management, mental health, and harm reduction.

## *Management*

- Oversee and ensure the hiring, training, direction, supervision, development, evaluation, and performance management of the department staff in accordance with THC policies and directives.
- Conduct regularly scheduled department and team meetings, supervisions, and trainings to motivate staff for success, promote team building, create professional and technical skill development, and establish and maintain effective working relationships.
- Ensure appropriate staff development and training is provided for the department and self.
- Ensure all department staff are aware of and correctly implement all safety rules and regulations, and all policies and procedures.
- Hold department staff accountable for high levels of performance, team work, and quality customer service.

## *Strategic and Financial Oversight*

- Lead the development of uniform department policies, procedures, methods for oversight, short-term objectives, and long-range goals to improve the department.
- In conjunction with the Director of Programs, develop a department business plan and corresponding budget(s) that support both the short- and the long-term objectives of the agency.
- Actively participate on THC's executive leadership team, and play a role in making agency-wide policy and strategic direction decisions.
- Lead the department management team in incorporating into its work the organization's strategic objectives and long-term organizational goals.
- Review reports submitted by managers, examine areas needing improvement, and create, implement, and maintain solutions.
- Review, approve, and/or seek approval of expenditures within specified budgetary parameters.
- Negotiate, evaluate, and submit contracts and make recommendations, as assigned.
- Participate in requests for renewal of funding.

## *Administration and Operations*

- Ensure the highest standards are maintained, and evaluate the effectiveness and efficiency of all department programs and work.
- Ensure the department meets client outcome, safety, quality, and financial goals and objectives.
- Ensure the department's adherence to all compliance requirements outlined in regulatory and/or applicable legal documents.
- Oversee the monitoring and/or audits of department programs to ensure compliance with established policies and procedures, and prepare information for regulatory agencies when required.
- Produce regular reports, for both internal and external purposes, as assigned.
- Participate in internal and external meetings and committees.
- Participate in the development and maintenance of THC's client files and databases, both internal and external, which store tenant information.

## *Support Services*

- Direct and guide the overall delivery of support services in THC residential buildings, including services for Shelter Plus Care and Veterans Administration Supportive Housing recipients, in accordance with THC's Mission, Core Values, Customer Service Philosophy, and policies and procedures.
- Work closely and collaboratively with the Property Management and Housing Services Departments to ensure consistent and comprehensive services to tenants.
- Ensure tenant retention and other service goals are met as set by regulatory agencies and THC, and examine and address issues of relevance to meet these goals.
- Work closely with the UCSF Behavioral Health Roving Team to ensure on-going best practices in collaborative case management provision with acute tenants.

- Review and approve all non-payment and nuisance eviction cases, following THC's non-payment and nuisance eviction prevention policies.
- Coordinate with other local non-profits to form mutually beneficial relationships and to expand services and opportunities for tenants.

## JOB REQUIREMENTS

- MS degree in Social Work (MSW) required: Experience in excess of the minimum requirements may be substituted for an advanced degree.
- LCSW or MFT preferred.
- Must have a minimum of 5 years of work in a non-profit that includes direct or indirect experience with multi-diagnosed, low-income, homeless or formerly homeless adults.
- Must have a minimum of 3 years of proven leadership and hands-on experience training and managing staff and programmatic functions.
- Must have strong clinical assessment and crisis management skills.
- Must be able to plan, direct, and administer programs.
- Must have a thorough working knowledge of Microsoft Office Suite.
- Must have an ability to produce and analyze reports consistently and accurately, and write business correspondence and agency policies/procedures.
- Must have the ability to effectively present information and respond to questions from groups of managers, employees, clients, funders, governmental agencies, and the general public.
- Must have an ability to read, understand, apply language and concepts, and make independent decisions based on policies, governmental regulations, technical procedures, general business periodicals, professional journals, and contracts.
- Must have demonstrated analytical, critical thinking, problem-solving, strategic thinking, and planning skills.
- Must have conflict resolution experience.
- Must have demonstrated customer service skills.
- Must be results-oriented, highly organized, very detail-oriented, proactive, resourceful, able to manage multiple high-level projects with strict timetables, and have solid administrative follow-through while working in a fast-paced environment.
- Must read, communicate orally, and write in English.
- Must have knowledge of San Francisco landlord-tenant law, terms of tenancy, general property management principles, and employment law.
- Must have an extensive working knowledge of San Francisco, state, and federal resources available to low-income persons.
- Must have a strong working knowledge of mental health and substance abuse issues.
- Must have a strong working knowledge of the Harm Reduction model in a supportive housing context.
- Must pass all post-contingency offer background checks, reference checks, and TB screening clearances.

## HOW TO APPLY

Submit a cover letter, resume and list of three references by **5:00 p.m. on Wednesday, November 15, 2017** via email to [THC@walkeraac.com](mailto:THC@walkeraac.com). Use the Subject Line: Director of Support Services, THC. Documents must be Microsoft Word or PDF files only (PDF files preferred). Resume review begins immediately.

*Tenderloin Housing Clinic is an Equal Opportunity Employer and is committed to a work environment that values diversity and inclusiveness. All qualified individuals are encouraged to apply. Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.*