

Date: 5/15/2019

Position: Director of CoC Operations

FLSA Status: Exempt

Job Status: Full Time

Reports To: Executive Director

Supervises: Operations Team (1-2 Managers, 4-7 Coordinators)

The Director of CoC Operations leads the development, implementation, and continuous quality improvement of programs and services within our Continuum of Care. The Director will lead a team in charge of coordinated entry, diversion, and service coordination activities. This position will be responsible for fostering community-wide alignment and partnership to achieve our CoC Goal of having an effective and efficient housing crisis system of care for the community.

Reasonable Accommodations Statement

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Educational Experience

- Bachelor's degree from an accredited, four-year college or university with major course work in social work, education, public administration, business administration, or related field required. Master's degree in Social Work, Human Services or related field preferred.

Functional Experience

- Professional experience managing homeless programs
- Professional experience supervising professional staff
- Professional experience in grants management, compliance, and reporting
- Experience with Permanent Supportive Housing, Rapid Rehousing and Continuum of Care funded programs
- Basic computer skills and knowledge of Microsoft Office and Adobe Acrobat required
- Ability to learn and fully use HMIS software within the first 90 days of employment
- Ability to work in an environment with multiple distractions
- Clear a criminal background check in compliance with the Continuum of Care's HMIS data security standards
- Excellent oral and written communication skills
- Previous project management experience with demonstrated organizational skills and ability to manage multiple project budgets and deadlines

Work Behaviors

- Strong analytical, interpersonal, and presentation/ facilitation skills along with ability to communicate clearly and simply (both oral and written)
- Experience developing policies and procedures to guide program implementation
- Experience managing contracts and ensuring program compliance
- Represent Tarrant County Homeless Coalition (TCHC) in a professional manner at all times

- Desire and commitment to prevent and end homelessness
- Maintain confidentiality of clients served
- Maintain high ethical standards
- Conviction about the capacity of people to grow and change
- Establish a respectful relationship with persons served
- Work collaboratively with other personnel and/or service providers or professionals
- Work independently
- Maintain professional boundaries

Coordinated Assessment System Operations

- Serves as community liaison and leader for the coordinated entry services provided in the Continuum of Care
- Development and operation of a comprehensive performance measurement system to drive program-specific and system-wide performance improvements that make a difference in the lives of people who are homeless
- Implements and oversees reporting system, tracking tools, and HMIS touchpoints related to the CAS
- Oversees fidelity and quality control for the CAS
- Facilitates integration of CAS components with CoC partner agencies and other systems of care
- Leadership and Development of Division Staff, including recruitment, orientation, training, and performance improvement
- Develops and continuously improves CAS components including, standardized assessment protocols, eligibility and prioritization processes, housing placement tools, and financial assistance
- Drafts and administers CAS Policies and Procedures for community
- Oversees development and delivery of high-quality training to varied audiences
- Responsible for budget management, grant reporting, and ongoing compliance for funding to support the Coordinated Assessment System
- Assists with HUD CoC Funding Application for Coordinated Assessment System
- Provides oversight of vendor contracts

Diversion

- Serves as community liaison and leader for the diversion services provided in the Continuum of Care

Service Coordination

- Serves as community liaison and leader for the Coordination of Services provided in the Continuum of Care
- Coordinates strategic, multi-platform communications for partner agencies and the public
- Leadership and participation in TCHC and Continuum of Care Boards and Committees
- Stays abreast of national best practices and implements beneficial changes for CoC agencies

Work Environment

Office setting, mostly seated for long periods of time, walking/standing/lifting may be required.

Statement on Diversity

The staff, customers, stakeholders, and colleagues of the Tarrant County Homeless Coalition reflect the diversity of our community. TCHC’s services conform to Federal Fair Housing Laws and the City of Fort Worth’s public policies on non-discrimination. Employees of TCHC are expected to treat all persons with dignity and respect without regard to race, creed, color, sex, religion, disability, mental illness and/ or addictions (diagnosed or not), age, national origin, familial status, source of income, criminal background, sexual orientation, transgender, gender identity or gender expression.

By signing this job description, I acknowledge that I have had an opportunity to review it and ask questions about it.

CoC Operations Director

Date