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| Job Title: | Client Services & Housing Director | Job Category: | Management |
| Department/Group: | Programs | Job Code/ Req#: |  |
| Location: | Richmond, Texas | Travel Required: | To agency locations & apartments |
| Level/Salary Range: | Salary range $60 – 70K per year | Position Type: | Full-Time, exempt |
| HR Contact: | Tina Hood | Date posted: | Click here to enter a date. |
| Will Train Applicant(s): | Yes | Posting Expires: | Click here to enter a date. |
| External posting URL: |  |
| Internal posting URL: |  |
| Job Description |
| Role and ResponsibilitiesEnsure that FBWC client Services accomplish the mission of the agency and that 3rd party dwellings are within guidelines and meet all regulatory specifications and safety standards. * Model FBWC core values: SPIRIT - service, passion, integrity, respect, innovation, and teamwork.
* Lead the program services teams and ensure best practice service delivery standards including long term and rapid rehousing services, as well as program outcomes. Work with shelter director and team to ensure continuum of quality services/follow up.
* Operate under the Texas Administrative Code and ensure that client services align with the regulations.
* Lead efforts to achieve client progress towards stability and independent living.
* Monitor HUD grant objectives especially increased income and housing stability.
* Develop housing services to focus on the client strengths to overcome barriers and achieve goals. Use the client’s values to strategize a motivation plan for client.
* Troubleshoot client as well as programmatic issues and concerns. Help mentor team to problem solve, service plan, and research resources as needed.
* Coordinate the HUD Point in Time homeless count on an annual basis.
* Participate on continuous quality improvement (CQI) team, monitoring program outcomes and recommending program improvements as needed.
* Participate in community education and outreach events including volunteer/staff direct service training.
* Ensure all documentation is completed accurately and in a timely manner.
* Ensure team timesheets are accurate in accordance with the grants allocation worksheets and submitted in a timely manner.
* Assist with grant applications and reports as needed.
* Prepare for and participate in single and grant audits.
* Represent FBCWC in community events and professional networking coalitions.
* Attend staff meetings and trainings as requested.
* Other duties as assigned.

Qualifications and Education Requirements* Bachelor’s degree in a human services or related field plus 10 years of progressively increasing responsibility, including management. Master’s degree (MSW or related field) strongly preferred.
* Proficiency in Microsoft Office Suite.
* Clear and effective written and oral communication skills.
* Have valid Texas Driver’s License, and carry auto liability insurance as required by the State of Texas.
* Pass a criminal background check and drug screening.

Preferred Skills and competencies* Proven track record of successful client transition to independence.
* Advanced knowledge of continuum of care regulations.
* Knowledge of other housing assistance programs specifically for survivors of domestic violence.
* Experience with Coordinated Access policies and procedures.
* Skilled in motivational interviewing techniques.
* Mastery level de-escalation techniques.
* Previous experience working with individuals dealing with trauma (preferably domestic or sexual violence).
* Demonstrate leadership, communication, and problem solving skills in a manner that encourages and empowers clients to seek remedies for positive change.
* Diplomacy with all stakeholders including regulators, donors, employees and clients.
* Experience working with HEARTH Act programs.
* Shows tenacity and thoroughness, with the ability to solve practical problems and deal with a variety of situations.
* Establishes/maintains trust and appropriate collaborative relationships with clients.
* Works with clients in a respectful and nonjudgmental manner while employing a [victim-centered](https://www.ovc.gov/model-standards/glossary.html#victim-centered-approach), strengths-based perspective.
* Supports clients’ [self-determination](https://www.ovc.gov/model-standards/glossary.html#self-determination) and informed decision-making.
* Respects client [confidentiality](https://www.ovc.gov/model-standards/glossary.html#confidentiality) and autonomy.
* Applies strategies for addressing conflict and moderating one's own verbal and nonverbal reactions to communications with clients and coworkers.
* Travel required in greater Harris and Fort Bend County areas.
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Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Officer Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_