

Job Title: Housing Services Director
Department: Domestic & Sexual Violence Services
Reports To: Chief Program Officer
FLSA Status: Exempt
Essential Status: Essential
Pay Range: \$70K-\$80K

Position Summary

As a member of the YWCA Leadership Team, the Housing Services Director provides strategic leadership, operational oversight, and programmatic direction for all Intimate Partner Violence Housing Services, including Rapid Re-Housing and Transitional Housing programs. This position ensures the delivery of survivor-centered, trauma-informed, culturally responsive, and evidence-based services that align with YWCA's mission and commitment to racial and gender equity.

The Director is responsible for program quality, staff supervision, fiscal management, grant compliance, data-driven decision-making, and continuous program improvement. The Director works collaboratively with community partners, government agencies, funders, and regional coalitions to strengthen housing stability and support positive outcomes for survivors of domestic and sexual violence.

Essential Functions

Program Leadership and Operations

- Provide strategic leadership and oversight for all housing services programs, ensuring alignment with organizational goals, best practices, and funding requirements.
- Ensure the implementation of trauma-informed, survivor-centered, solution-focused, and culturally responsive service delivery models.
- Monitor program effectiveness and identify opportunities for innovation, growth, and continuous quality improvement.
- Lead the development, implementation, and evaluation of strategic objectives and annual work plans related to Housing Services.
- Analyze service trends, community needs, and outcome data to inform program planning and recommendations.

Staff Leadership and Supervision

- Directly supervise Housing Services staff, including Transitional Housing and Rapid Re-Housing Case Managers, interns, and other assigned personnel.
- Recruit, train, coach, develop, and evaluate staff to ensure high-quality service delivery and professional growth.
- Facilitate department meetings, case consultation, and cross-program collaboration.
- Coordinate volunteer and intern needs in partnership with the Volunteer Coordinator.

Fiscal and Grant Management

- Manage departmental budgets, including grant expenditures, operating funds, and victim financial assistance resources.
- Ensure responsible stewardship and accountability of all program funds.
- Collaborate on grant applications, renewals, reporting, and compliance activities.
- Monitor program performance against grant objectives and funding requirements.

Data, Compliance, and Quality Assurance

- Ensure accurate and timely collection, analysis, and reporting of program utilization, demographic, and outcome data.
- Maintain compliance with all federal, state, local, and funder requirements, including housing program regulations and accreditation standards.
- Establish and maintain accountability systems that support program integrity, quality assurance, and continuous improvement.
- Utilize program evaluation methods and outcome measures to assess effectiveness and drive program enhancements.

Community Engagement and Organizational Leadership

- Represent YWCA in community collaborations, task forces, coalitions, and regional planning efforts, including the Greater Richmond Regional Collaborative.
- Cultivate and maintain strong partnerships with service providers, government agencies, funders, and other stakeholders.
- Serve as a member of the Leadership Team, contributing to organizational planning, innovation, and strategic decision-making.
- Anticipate emerging community needs and collaborate with leadership to develop responsive initiatives and services.

On-Call Responsibilities

- Participate in a rotating on-call schedule to provide leadership support to 24/7 program staff as needed.

Supervisory Responsibilities

Provides direct supervision to Housing Services personnel, including Transitional Housing and Rapid Re-Housing Case Managers and interns. Responsibilities include recruitment, hiring, onboarding, training, performance management, coaching, employee development, disciplinary action, conflict resolution, and workforce planning.

Qualifications

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The qualifications listed below represent the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education

- Master's degree in Social Work, Public Health, Human Services, Nonprofit Management, Housing Services, Counseling, or a related field preferred.

Experience

- Minimum of five (5) years of progressively responsible leadership experience managing human services, housing, behavioral health, victim services, or related programs.
- Minimum of three (3) years of direct service or case management experience working with survivors, marginalized populations, or individuals experiencing housing instability.
- Experience supervising professional staff and managing program operations, budgets, and performance outcomes.
- Experience administering housing programs, federal or state grants, and contract compliance preferred.
- Experience working with survivors of domestic violence, sexual violence, stalking, or human trafficking strongly preferred.
- Completion of Virginia state-mandated domestic and sexual violence training, or ability to complete such training within an established timeframe.

Knowledge, Skills, and Abilities

- Demonstrated commitment to trauma-informed, survivor-centered, and equity-focused practices.
- Strong leadership, strategic planning, critical thinking, and decision-making skills.
- Proven ability to build and sustain collaborative partnerships with public agencies, nonprofit organizations, and community stakeholders.
- Experience managing multiple programs, priorities, and funding streams simultaneously.
- Strong understanding of grant management, budget oversight, and fiscal accountability.
- Knowledge of program evaluation, data analysis, and outcome measurement methodologies.
- Excellent written, verbal, and interpersonal communication skills.
- Ability to effectively manage crises and complex situations with professionalism and sound judgment.
- Proficiency with data management systems, reporting platforms, and Microsoft Office applications.
- Ability to maintain confidentiality and handle sensitive information appropriately.

Additional Requirements

- Successful completion of criminal background and Child Protective Services background.
- Valid driver's license and reliable transportation, if required for program operations

Staff demonstrates their understanding of the critical role volunteers play in helping YWCA achieve our mission by providing volunteers the resources and training needed to be successful, offering meaningful experiences, treating them with respect, and clearly communicating needs and impact of their contribution to the work of the organization.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. The incumbent is expected to perform other duties necessary for the effective operation of the department.