Director of Program Housing

Job Summary

The Director of Program Housing is a full-time (40 hours per week) position that serves as the principal leader of all program housing, which includes Transitional Housing, Stability, and Pathways Programs. This leadership role is responsible for the oversight and development of housing services and housing portfolio, management of staff, budget management, and external community relationship building. The DPH ensures that all services are compliant with federal and state funders and advocates for families experiencing homelessness. The DPH is responsible for execution of strategic plan initiatives as they relate to housing services and portfolio management, monitoring of program data outcomes, organizational and departmental goal striving and policy management. The DPH represents the agency at area conferences and membership to community-based boards and task forces. The DPH co-facilitates volunteer mentor training and attends meetings with funders and the board of directors.

The Director of Program Housing reports to the Chief Executive Officer. The DPH supervises the housing leadership team, consisting of 4 full-time staff, which directly manage the housing portfolio, case management and intake teams, and volunteer client-facing mentor teams. The DPH collaborates with the Director of Impact and Evaluation to ensure that client outcomes and organizational goals are properly monitored. The DPH serves on the Bridge Leadership Team (BLT) and closely collaborates with all members of the BLT. This position is a hybrid work schedule with an office at our headquarters in Glen Ellyn; this position is expected to be in the office 3-4 days per week and be open to work hours outside of regular business hours, with nights and weekends to be expected.

Responsibilities

Program Oversight and Development: 40%

- Develop scopes of work for all housing programs ensuring ongoing programmatic excellence. This includes allocation of real estate portfolio in relation to program housing.
- Provide housing services and portfolio oversight through collaboration with case management and intake supervisor, Program Partner liaison, and housing portfolio manager.
- Co-facilitate, in cooperation with housing portfolio manager, compliance monitoring and audits from local, state, and federal grant funders.
- Recruit, develop, and retain high-performance housing program team members, coaching them to excel in their identified core competencies and position responsibilities. Meet quarterly to review direct reports' professional and performance goals and conduct annual performance evaluations.
- Monitor and make needed adjustments to ensure achievement of strategic plan initiatives and organizational goals related to program housing and portfolio management.
- Collaborate with direct reports and Director of Impact and Evaluation to ensure the integrity of data collection and data input in relation to program housing and portfolio management. Monitor housing dashboards, identify and share opportunities for automation and improvements.

- Collaborate with Director of Impact and Evaluation on development and/or maintenance of logic model, environmental feedback, and literature reviews in relation to program housing and portfolio management.
- Collaborate with direct reports and Director of Impact and Evaluation to develop and execute client exit and satisfaction surveys, and programmatic goal update and outcome reports. Lead the presentation of said reports to stakeholders and implement feedback loops for recommended changes to program housing services.
- Fully understand and participate in Bridge Communities' Crisis Management and Communication Plan, alert the CEO and direct reports as necessary to any incident that may meet the crisis criteria.

Administrative Leadership: 30%
- Establish a work culture that recognizes and celebrates diverse perspectives, Bridge Communities' values, open communication, and trauma-informed principles.
- Lead the monitoring of program client entries and exits to maximize program housing occupancy and minimize vacancies and revenue loss. Collaborate with direct reports to execute changes to portfolio and program housing growth or attrition.
- Develop and manage the program housing budget in cooperation with direct reports and the Director of Finance and Administration. Approve all related payment requests and invoices.
- Develop the housing allocation budget in cooperation with direct reports and the Director of Finance and Administration. Ensure that allocations are properly managed through regular meetings with direct reports and the Chief Executive Officer.
- Collaborate with the fund development team to provide requested data, goals, and reporting to private and public funders.
- Participate as a member of the Bridge Leadership Team (BLT) taking shared ownership for the achievement of strategic plan initiatives, organizational goals, and housing departmental goals.
- Serve as primary liaison with the Program Committee of the Board of Directors, participate in Board of Directors' quarterly meetings. Serve on additional leadership committees or task force as directed by the CEO.

Interface External Stakeholders: 30%
- Co-facilitate volunteer mentor training, this includes serving on Mentor Training Taskforce, assisting in the development of training curriculum, and co-leading training sessions.
- Build and retain relationships with community partners, including other human-services providers, DuPage County Continuum of Care, faith-based organizations, and funders.
- Advocate for the needs of families experiencing homelessness within the community at-large and with policymakers.
- Represent Bridge Communities with funders and private donors in cooperation with the fund development team.
- Regularly connect with external agencies, businesses, and individuals to stay current on program housing services, laws and regulations related to homelessness, affordable housing, trauma-informed care principles, and best practices.
- Oversee external communications and outreach materials as they relate to program housing services. Collaborate with marketing staff to create and distribute.

All Bridge Communities staff are expected to demonstrate in their performance the agency's identified Core Competencies: Service to Mission, Stewardship, Leadership, Innovation, and Collaboration. Staff is

also expected to believe in and demonstrate our agency values of Partnership, Hope, Integrity, Respect, and Empowerment.

All Bridge Communities' staff adhere to the highest ethical standards in management, governance, and fund development. Convey a professional and positive image and attitude regarding Bridge and NFP sector. Demonstrate commitment to professional growth and development. Demonstrate commitment to strengthening Bridge Communities' policies and practices as they relate to equity and belonging.

Qualifications

1) **Education and Experience**
   a) A bachelor's degree required in the field of social services, ministry, or related field of study
   b) Graduate studies in social work are strongly preferred; with a licensure that allows for supervision of graduate students
   c) At least 8 years in social service program management, and 6 years in staff management
   d) Bilingual communication (English/Spanish) is desired. A signing bonus up to $2,000 will be given with proven conversational Spanish language communication skills.
   e) This position is salaried, non-exempt with an annual salary range of $92,000 - $102,000 depending on years of experience and licensure status

2) **Knowledge and Skills**
   a) Proven track record of building and cultivating relationships across diverse groups
   b) Proven track record of recruiting and developing direct reports and inspiring them to solve problems and work independently
   c) Superior listening, written and verbal communication skills with a belief in leading through collaboration and shared goals
   d) Critical thinking and problem-solving skills to determine needs and best plan of action and best use of limited resources
   e) An understanding and commitment to using data and outcomes to drive decision-making
   f) Demonstrated flexibility and resilience to change plans and navigate challenges
   g) Ability to gauge when the needs of others is to probe for more information, pause and listen, or to take action; an ability to innately understand the needs of others
   h) Ability to be a motivating and inspiring public speaker
   i) Experience and proficiency in Microsoft Office (Word / Excel / Outlook/ PowerPoint). Knowledge of Adobe Acrobat, Adobe Sign, and Salesforce are preferred

While performing duties in this position, an employee will be required, on occasion, to lift up to 25 pounds. Ability to climb stairs. Ability to stand on feet for extended periods may be needed. A valid Illinois Driver's License, auto insurance and ability to travel locally are required.

To Apply:

- Browse our website www.bridgecommunities.org to learn more about Bridge Communities.
- Compose a cover letter – one-page maximum – to clearly state your case for your candidacy. **Resumes submitted without a cover letter will not be considered.**
- Email your cover letter and resume to amy.vanpolen@bridgecommunities.org.

- Candidates whose backgrounds are a strong fit with our requirements and have followed the explicit instructions can expect contact within 15 business days of application deadline. No follow-up phone calls or emails please. Application deadline is May 10, 2025.
- Please do not supply references at this time. No phone inquiries or follow-up, please.

Bridge Communities is an equal opportunity employer. It is our policy to grant equal employment opportunity to all qualified individuals without regard to race, color, age, national origin, sex, religion, pregnancy, ancestry, disability, sexual orientation, marital status, military or veteran status, or any other status protected by applicable federal, state, or local laws. This policy pertains to all personnel actions including, but not limited to recruitment, evaluation, selection, promotion, compensation, and termination.