



Director of Client Services Position Description

Objective: Our new Director of Client Services (DCS) will serve as a key member of the agency's leadership team and bring a commitment to growing and improving our client-facing programs including street outreach, housing navigation, rapid rehousing, supportive housing, and their related services. HNH is growing in three critical ways: 1) responding to the growing number of vulnerable neighbors in Durham with expanded, high-quality services; 2) improving our services in order to improve outcomes for our clients; and 3) growing staff capacity through new and improved resources, and intentional staff development.

The ideal candidate for this position will be a skilled and strategic professional, able to lead teams, mentor staff, ensure programs are client-focused, and represent the agency with partners and funders. The DCS job requires the ability to work collaboratively to lead, manage, and grow programs while supervising 3-5 program leads and providing enhanced support to case management staff.

Reports to: Executive Director

Director Reports: Program Leads (3-5)

Status: Full-time, Exempt

Responsibilities:

- Manage all client-focused programming in line with established performance goals, accountability/compliance expectations, and long-term strategic goals.
- Work in partnership with the Executive Director and other key leadership to establish a clear vision that will inform short and long-term programming goals.
- Work in partnership with key leadership to develop a guiding philosophy for case management services that will shape our services, ensure outstanding client outcomes, and enable real-time monitoring of performance management indicators (PMIs).
- Oversee the coordination, integration, and delivery of all programs, promoting collaborative relationships between program areas and ensuring that expectations of funders, partners, constituents, clients, and other stakeholders are met consistently.

- Maintain a team-based environment to motivate and inspire staff to work collaboratively toward the agency's vision and strategic goals, meet and exceed established performance goals, and improve client outcomes.
- Directly supervise program leads; working closely with them to build their skills and confidence so that they can mentor, supervise, encourage and motivate their teams.
- Work collaboratively with program leads to support and mentor all agency staff who carry case management-related duties.
- Collaborate with Senior Manager of Compliance and Performance Management to ensure programs are following all local, state and federal guidelines, and to regularly evaluate programs for effectiveness, including identification of opportunities for continued improvement.
- Establish annual program, team, and staff goals and objectives, and track results against these goals as well as accountability/compliance expectations.
- Participate in the budget development process and maintain a high level of fiscal responsibility among program leads and their teams.
- Support resource generation and community engagement efforts including proposal writing and partnering with Director of Community Engagement and Giving to steward funding relationships.
- Support marketing and communication efforts by ensuring program leads and their teams gather and share stories that amplify the agency's efforts and celebrate client successes.
- Strengthen partnerships with partner agencies, government entities, and community organizations. Cultivate new partnerships in Durham and the surrounding area.
- Work closely with the Finance Director and Executive Director to develop and manage program budgets in collaboration with program leads and finance team, including determining and managing designated giving opportunities that enhance program budgets.
- Prepare concise, accurate, and timely reports for the Executive Director and Board on progress towards established goals.

Education and Preferred Qualifications

- Masters degree in human services, social work, public administration or related field required.
- Minimum of five years leadership experience in a nonprofit or government agency, overseeing programs or contracts, ideally with an organization serving vulnerable populations.
- Comprehensive knowledge of program planning and evaluation, budgeting and monitoring, and continuous improvement theory, methods and processes. Knowledge of homeless services and housing programs a plus.
- Demonstrated experience managing a high-performing team, preferably in a multi-site structure, including professional development and mentorship.
- Demonstrated ability to analyze and compile complex data for planning and reporting purposes.

- Grant management and/or grant writing skills a plus.
- Strong relationship builder with the ability to find common ground, build consensus, and strengthen collaboration among diverse stakeholders.
- Strong community awareness. Knowledge of Durham a plus.
- Demonstrated commitment to the values of diversity, inclusiveness, and empowerment.
- Excellent computer skills including word processing, spreadsheets, databases, and a working knowledge of IT, both existing and emerging.
- Ability to communicate programmatic vision to board of directors, key leadership, and community partners.
- Excellent written and oral communication skills.
- Flexible and adaptable work style with the ability to work some nights and weekends, manage competing demands, and work independently without close oversight

Compensation: Commensurate with experience and abilities. Benefits package offered.

Salary Range: \$68,000-72,000

To apply: Submit one document that includes your cover letter and resume via email jobs@housingfornewhope.org to:

Tamaira Johnson
Manager of HR and Finance
Housing for New Hope
18 W. Colony Place, Suite 250
Durham, NC 27705

Applications will be accepted until the position is filled.

Academic, MVR and criminal checks will be conducted before a final offer is made.

Housing for New Hope is an equal opportunity employer and values diversity. All employment is decided based on qualifications, merit and business need.