

JOB ANNOUNCEMENT

Director of Homeless Services, Homeless Services Department

Location: Little Tokyo Service Center Office**Compensation:** \$90,000 – \$105,000 per year, depending on experience**Hours:** Full-Time, Regular, Exempt position with benefits**Supervisor:** Director of Service Programs**Background:**

For over 40 years, Little Tokyo Service Center (LTSC) has provided a safety net of social welfare and community development services to empower people and communities in need. LTSC provides culturally and linguistically appropriate services to the Japanese American community in the Southland, builds multi-family affordable housing projects to uplift low-income neighborhoods of color throughout Los Angeles, and promotes equitable development and cultural preservation in the Little Tokyo neighborhood.

We are an Equal Opportunity Employer. We do not discriminate on the basis of race, religion, color, sex, sexual orientation, age, national origin or disability.

Summary of Duties:

This position will oversee LTSC's expanded Homeless Services department, within the organization's services division. The Director will oversee a continuum of services including our direct outreach and housing navigation program for people experiencing homelessness in Little Tokyo and surrounding neighborhoods, as well as over 150 units of permanent supportive housing that will come online between 2025 and 2026. There will be potential future supportive housing projects the Director will oversee. The Director will provide administrative and clinical oversight to this LTSC program area. The Director requires a passion for addressing homelessness, implementing strategic initiatives, and fostering partnerships within the community. The ideal candidate will possess exceptional organizational skills, leadership abilities, and a deep commitment to advocating for individuals experiencing homelessness.

Responsibilities Include:*Leadership and Strategic Planning:*

- Develop and implement strategic plans to address homelessness in alignment with organizational goals and community needs
- Provide visionary leadership to the homeless services team, fostering a culture of compassion, collaboration, and accountability
- Stay abreast of current trends, research, and best practices in homeless services to continuously improve program effectiveness

Program Oversight:

- Provide clinical and administrative supervision to all program/department staff
- Direct and oversee the operations of the outreach team, ensuring effective engagement with individuals experiencing homelessness in various settings
- Manage the supportive housing program, including intake procedures, case management, and client services, to promote stability and self-sufficiency
- Monitor program outcomes and performance metrics, making data-driven decisions to enhance program quality and efficiency

- Develop, review, and continuously revise all administrative policies and procedures in keeping with program and funder requirements
- Oversee service delivery, consulting regularly with the Director of Service Programs regarding quality control issues to maintain the highest standard of services
- Coordinate the development and evaluation of program referral relationships with other service providers, police and public safety officers and/or any other community resources
- Initiate and maintain a quality assurance program for the program, including compliance with city, state, and federal guidelines and funder requirements
- Evaluate crisis situations on an individual basis and respond by directly providing crisis intervention or triaging with staff and guide client crisis intervention responding to medical and mental health crises, including writing LPS 5150 applications

Staff Development and Supervision:

- Recruit, train, and supervise a diverse team of professionals, providing ongoing support, mentorship, and professional development opportunities
- Foster a collaborative and inclusive work environment, promoting teamwork and cohesion among staff members
- Build a culture of trauma-informed care and work with other program directors at LTSC to promote a culture of collaboration between departments
- Conduct regular performance evaluations and provide constructive feedback to staff to optimize individual and team performance

Community Engagement and Partnerships:

- Cultivate and maintain positive relationships with community partners, government agencies, and other stakeholders to leverage resources and support for homeless services
- Collaborate with local organizations, faith-based groups, and advocacy networks to coordinate efforts and maximize impact in addressing homelessness
- Represent the organization at meetings, events, and forums to advocate for policy changes and funding opportunities related to homeless services

Fiscal and Grant Management:

- Develop and manage the budget for homeless services, ensuring responsible stewardship of financial resources and compliance with funding requirements
- Identify grant opportunities and prepare grant proposals, collaborating with the development team to secure funding for homeless programs and initiatives
- Monitor grant expenditures and prepare reports for funders, demonstrating program outcomes and impact

Contribute to the day-to-day operations of the Homeless Services Department and LTSC as a whole:

- Take active participation in other duties, as deemed necessary, as an employee of the Homeless Services Department and LTSC (this may include maintaining a small caseload of clients)
- Support activities that advance the mission of the organization and creates positive change for people and places
- Other duties as may be assigned by your supervisor

*Execution of some of the above duties may require driving or use of public transportation to provide services at satellite office or in the field.

Qualifications, Experience, and Skills:

- Masters' degree in mental health field (Social Work, MFT, or Psychology)

- Licensed and in good standing with California Board of Behavioral Sciences
- Extensive experience working with individuals with severe and persistent mental illness and co-occurring disorders
- Minimum of 5 years of experience in homeless services, with progressively increasing responsibilities in program management and supervision
- Demonstrated knowledge of best practices in homeless outreach, case management, and supportive housing models
- Strong leadership and communication skills, with the ability to inspire and motivate a diverse team of professionals
- Experience in strategic planning, program development, and performance measurement
- Proven ability to cultivate partnerships and collaborate with diverse stakeholders to address complex social issues
- Knowledge of relevant federal, state, and local regulations governing homeless services and housing programs
- Proficiency in budget management, grant writing, and fiscal oversight
- 2+ year post licensure preferred
- Programmatic supervision of Intensive Case Management Services in California preferred

Equivalent education or experience can be substituted for all minimum qualifications, except when legal requirements, such as a license/certification/registration, are required.

Work Environment:

- While LTSC has a hybrid work environment, the expectation is the Director will be on-site 4 days per week
- On occasion walk or drive to different local sites
- Regularly required to sit, stand, bend and occasionally lift or carry up to 35 pounds
- Field (may need to travel) and indoor office environment
- Will necessitate working in busy and loud environments
- Will be exposed to elements like cold, heat, dust, noise and odor
- May need to bend, stoop, twist, and sit throughout the day

How to Apply: Please send a cover letter and resume to Peter Gee (he/him) at pgee@ltsc.org. Please include your pronouns in your application.