

SRHT Property Management Company
JOB DESCRIPTION

DIRECTOR OF HOUSING OPERATIONS

Salary: Commensurate with Experience
Status: Exempt, At-Will

Division: Property Management
Supervisor: Executive Director

Director of Housing Operations

Position Summary

Skid Row Housing Trust reduces homelessness by providing permanent supportive housing to the most vulnerable men and women on the streets of Los Angeles. The Trust is seeking a highly experienced, strategic thinking, results-oriented and skilled manager to become the Director of Housing Operations. The Director of Housing Operations provides overall leadership for the property management and social services functions of Skid Row Housing Trust. The Director of Housing Operations will supervise the property management and social services functions to ensure that residents living in the Trust's permanent supportive housing sites receive the highest quality of services and care. The position will be directly responsible for ensuring that the Trust achieves set goals, objectives and results related to reducing chronic homelessness in downtown Los Angeles. The Director of Housing Operations reports directly to the Executive Director and is a member of the Executive Management Team.

Skid Row Housing Trust

The Trust develops, manages and operates homes for the homeless of Los Angeles. The Trust targets the most vulnerable men and women leaving on the streets of Los Angeles and embraces a "Housing First" philosophy. The Trust is a national leader in providing permanent supportive housing for chronically homeless and disabled adult men and women. The Trust's permanent supportive housing also provides a complete range of support services necessary to move beyond poverty, illness and addiction.

Position Responsibilities

- Oversee the all property management and social services operations in Skid Row Housing Trust's 23 sites
- Supervise the Property Management Company Manager and the Social Services Department Manager and their employees
- Ensure that the affiliate property management company is providing the most professional and highest quality property management services to Trust residents
- Ensure that the social services department is providing the most effective services and treatment for Trust residents
- Implement best practices in the fields of property management and housing-based social services

- Establish partnerships with community-based organizations and public agencies to expand access to services and treatment for Trust residents
- Ensure that the property management and social services departments are achieving the goals and objectives set in the Trust's strategic plan
- Ensure that the property management and social services departments are meeting all contract obligations
- Review and approve annual operating budgets for the property management and social services functions
- Develop efficient and sustainable models for providing property management and social services in permanent supportive housing
- Negotiate and monitor contracts with public and private funding partners
- Ensure full and proper reporting to the IRS, federal/state/local public funders, foundations, regulators and investors
- Develop and monitor performance standards for departments, permanent supportive housing sites, and service programs
- Evaluate departments, permanent supportive housing sites, and service programs performance and makes recommendations to Executive Management Team and Board of Directors
- Support the Executive Director and the Executive Management Team in implementing the Trust's strategic plan
- Report to the Board of Directors on housing operation performance

Qualifications

- Results-oriented individual, with experience using data to strategically assign resources and staff to achieve goals
- Experienced manager, capable of overseeing a large number of employees in a variety of fields
- Ability to work with diverse groups and excellent interpersonal, relationship-building and communication skills
- Ability to set objectives, develop plans and implement programs to achieve goals
- At least 4+ yrs experience in nonprofit leadership and administration in an affordable housing, property management or social services managerial capacity. Experience working in the fields of homelessness, affordable housing, healthcare, substance abuse and/or mental illness is a plus.
- Experience with contract negotiation and budgeting

- Masters degree in social work, urban planning, public policy, or related field

Salary and Benefits:

Salary is commensurate with qualifications and experience. Benefits include paid holidays, paid sick leave and vacation, company-paid medical, dental and life insurance and 401K/403b plan.

To Apply:

Send resume, cover letter, salary history and references to:

Skid Row Housing Trust
1317 E. 7th St., L.A., CA 90021
Attn: Margot Hall
Fax: (213) 683-0015
Email: margo@skidrow.org

Skid Row Housing Trust is an Equal Opportunity Employer