



Los Angeles Homeless Services Authority

a joint powers authority of the city & county of los angeles

453 South Spring Street, 12th Floor • Los Angeles, California • 90013
Telephone: (213) 683-3333 • Fax: (213) 892-0093 • TTY: (213) 553-8488

Location: Downtown Los Angeles
Terms: Full-time position
Salary: Commensurate with experience.

DIRECTOR OF PROGRAMS

The Director of Programs provides programmatic oversight of LAHSA funded homeless programs, including Safe Haven, Emergency Shelter, Transitional Housing, Permanent Supportive Housing, and Supportive Services Only programs, and coordinates the creation of nearly 300 contracts totaling over \$70 million in annual program funding to approx. 100 non-profit agencies throughout Los Angeles County. The Director oversees 20 staff, including five managers. The Director of Programs is a key member of senior management staff reporting directly to the Chief Financial Officer.

PROGRAM AND POLICY KNOWLEDGE

Activities

- Coordinate program development, including working with the Policy and Planning team and Commission to identify areas of need and design new programs to work toward elimination of homelessness in Los Angeles.
- Analyze performance of homeless programming on the agency, network and regional level.
- Develop processes for using program outcomes data for driving future program development.
- Oversee the development of appropriate training and technical assistance to staff, program applicants and grantees, and other appropriate audiences.
- Collaborate with Los Angeles Continuum of Care participants (including organizations funded and those not funded through LAHSA) to reduce homelessness in Los Angeles.
- Develop external reporting tools to communicate the progress of LAHSA's work and the work of its partner agencies to LAHSA's commission, its funders (from the city, county and federal level), and to the public.

Desired Competencies

- Understand how to translate a needs assessment into a strategic programming plan.
- Knowledge of systems and programs that impact homeless persons and homeless program funding sources, regulations, requirements and procedures.
- Experience with program development and implementation processes.
- Experience with program oversight protocols and outcomes analysis and reporting.
- Ability to think creatively and strategically to solve complex problems, ability to quickly grasp concepts and apply them in problem solving.
- Ability to identify and benchmark 'best practices.'
- Build successful relationships and establish collaborative efforts with LAHSA's partner agencies and other stakeholders, including local government departments and staff.
- Ability to communicate complex concepts.
- Ability to enforce fair and equitable processes, decisions and determinations in compliance with Federal, state and local funding laws, rules, and regulations.
- Interact effectively with a wide range of constituents.
- Represent LAHSA at official functions and events in the community.

MANAGEMENT

Activities

- Direct, develop, and supervise department staff.
- Engage staff in visioning and strategic planning processes and develop concrete implementation plans for departmental goals.
- Inventory skills and resources within department and LAHSA and strategically deploy those resources to address departmental needs.
- Other duties and responsibilities, as assigned.

Desired Competencies

- Excellent management skills, including ability to lead, mentor and direct managers and staff to accomplish multiple departmental goals.
- Ability to be an effective team leader both within the department and collaboratively across departments.
- Work independently, be proactive, and exercise good judgment.
- Flexibility to work with individuals with varying work styles.

BUSINESS PROCESSES AND INFORMATION MANAGEMENT

Activities

- Coordinate the timely program development, request for proposals and award processes.
- Develop, revise, and maintain a set of comprehensive department policies and procedures.
- Oversee contracting process with more than 100 agencies and nearly 300 contracts.
- Plan, organize, prioritize and implement workflow to meet departmental objectives.
- Coordinate the funding process for both funders providing program funding to LAHSA (e.g. HUD, City and County of Los Angeles) and agencies contracted by LAHSA for the direct provision of services and housing.
- Develop monitoring systems to ensure appropriate contract and programmatic compliance.
- Coordinate timely contract and program performance reporting to LAHSA's funders and stakeholders.
- Participate and support the ongoing design and implementation of the Los Angeles Homeless Management Information System (HMIS) in conjunction with LAHSA's Information and Technology Department.

Desired Competencies

- Broad knowledge of administrative processes and experience in developing, executing and administering contracts and grant agreements with non-profit agencies, and local, state and federal agencies.
- Strong planning and project management skills required to coordinate effective and efficient departmental operations.
- Entrepreneurial spirit.
- Excellent time management skills.
- Attention to detail.
- Strong verbal and written communication skills.
- Strong organizational skills.
- Analytic thinker.

Training and Experience: Bachelor degree required and advanced degree is highly desirable. At least five years of experience in similar leadership positions and a demonstrated record of accomplishments in those positions. The successful candidate is required to have strong knowledge of the social services field and/or successful management and implementation of programs in the non-profit, government, or private sector. The candidate would have ideally strong research, information management and communications skills. Experience with evaluation methodology is also desirable. Strong team-building skills are essential and ability to manage multiple projects simultaneously is essential.

Other Desired Skills and Requirements:

- Proficient in office software such as Microsoft Office (Word, Excel, and Outlook).
- Working knowledge of database programs (Access) and the Internet.
- A valid Driver's License is required.

To Apply: Mail, Fax or Email Cover Letter and Resume to:

Los Angeles Homeless Services Authority
Attn: Keshia Douglas, Director of Administration
453 South Spring Street, 12th Floor
Los Angeles, CA 90013

Fax: 213-892-0093

Email: kdouglas@lahsa.org

LAHSA IS AN EQUAL OPPORTUNITY EMPLOYER

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