Director of Homeless Systems

Class: Full-Time/Exempt
Reports to: Sr Director of Data & Research
Supervises: HMIS Administrator

Job Summary

The Director of Homeless Systems will lead and manage efforts to improve the homelessness response system in Waco, TX. The ideal candidate should demonstrate a strong ability to promote collaboration and coordination among diverse groups. They will be dedicated to achieving results in a dynamic environment, capable of managing a substantial workload while maintaining attention to detail. This position requires high energy and strong professional, interpersonal, presentation, and motivational skills. This role offers the opportunity to engage with policymakers, state and local leaders, as well as housing and service providers, to build capacity, enhance partnerships, and develop innovative programs aimed at reducing homelessness across a six-county region.

The person in this role will coordinate the local Continuum of Care (CoC) efforts, preparing and submitting collaborative funding applications to the U.S. Department of Housing and Urban Development (HUD), and fostering a collaborative approach to address homelessness across a diverse coalition of community stakeholders. This position will require a self-starter with a unique combination of technical expertise in homelessness support systems and strong relationship-building skills to build trust and create an inclusive system of services.

Key Responsibilities

1. System Leadership and Collaboration
- Foster and maintain strong relationships with local service providers, government agencies, community organizations, and individuals with lived experience of homelessness.
- Facilitate board meetings, stakeholder gatherings, and committee activities to develop strategies and implement system-wide improvements.
- Build trust among stakeholders by promoting inclusivity, transparency, and accountability within the homelessness response system.
- Serve as a spokesperson and subject area expert on the nature and extent of homelessness in the Heart of Texas region, and on proven strategies to reduce homelessness.

2. Communication and Advocacy
- Act as a spokesperson for Waco's homelessness response system, representing the community in local, state, and national forums.

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- Prepare and present reports, updates, and performance data to stakeholders and community members.
- Advocate for policies and funding to address homelessness effectively.
- Build a robust and diverse local coalition of stakeholders in Waco who care about homelessness in our region.

3. Strategic Planning and System Improvement
- Identify gaps and inefficiencies in the current system and work with stakeholders to design and implement solutions.
- Research and apply best practices from other communities to strengthen local efforts.
- Develop strategies to include historically marginalized and underrepresented groups in system planning and service delivery.
- Work toward the establishment of the Heart of Texas Homeless Coalition as the lead agency and collaborative applicant for the Waco/McLennan County CoC.

4. HUD Continuum of Care Coordination
- Lead the development and submission of the annual HUD CoC collaborative application.
- Oversee compliance with all HUD CoC program regulations, policies, and reporting requirements.
- Collaborate with community partners to ensure the Housing Inventory Count (HIC) and Point-in-Time (PIT) Count are completed accurately and on schedule.
- Ensure compliance with applicable regulations and standards and ensure appropriate response to government bodies and funding sources.
- Provide direct supervision to the HMIS Administrator, helping to strengthen HMIS usage and data quality throughout the community.

5. Compliance and Technical Assistance
- Provide training and technical assistance to local organizations on HUD CoC compliance and performance standards.
- Ensure timely and accurate reporting to HUD and other funders, including monitoring performance outcomes for funded projects.
- Serve as a resource for stakeholders on HUD policies, funding opportunities, and other relevant guidelines.

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Qualifications

Education and Experience:

- Bachelor's degree in public administration, social work, urban planning, or a related field (Master's preferred).
- At least 5 years of experience in homelessness services, nonprofit management, or public administration.
- Proven experience with HUD CoC program management and federal funding compliance.
- Demonstrated success in building and maintaining collaborative relationships across diverse groups.

Knowledge, Skills, and Abilities:

- In-depth understanding of HUD CoC policies, homelessness prevention strategies, and evidence-based practices.
- Exceptional interpersonal and communication skills, with the ability to navigate complex and sensitive community dynamics.
- Demonstrated ability to serve as a trusted and persuasive bridge-builder, fostering meaningful connections and partnerships across diverse sectors to achieve shared goals.
- Strong organizational skills, including the ability to manage multiple priorities and deadlines.
- Proficiency in data analysis, strategic planning, and project management.
- Commitment to ensuring all voices and perspectives are heard and considered in the systems planning work.

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