

YWCA Oahu

Job Title: Director of Housing

Employment Type: Full-Time

FLSA Status: Exempt

Department: Economic Advancement

Reports To: Chief Impact Officer

Job Summary

The Director of Housing is responsible for the strategic oversight, daily operations, and programmatic direction of housing services for individuals at-risk or experiencing homelessness and other barriers. This role ensures the delivery of trauma-informed, client-centered support services that promote stability, self-sufficiency, and long-term housing solutions.

Responsible for all aspects of developing transitional and other programming and managing a functional residential unit at YWCA Oahu Fernhurst. Working closely with Managers and the team, the Director will develop, implement, and manage strong and innovative programs to provide safe housing, supportive case management services, life skills coaching, educational and employment guidance, counseling and education for women in transition so that they can move toward independence and self-sufficiency.

Essential Duties

- Program Oversight & Operations

- Oversee daily operations of housing facilities and emergency shelters.
- Ensure compliance with local, state, and federal regulations.
- Ensure that all facility-related requirements are current and in compliance.
- Ensure that facility is safe, clean, and a welcoming environment for clients and staff.
- Develop and implement policies and procedures for housing programs.
- Review program delivery, staff, contracts and resident record retention for compliance and quality assurance.
- Provides recommendations to supervisor and appropriate executive team members for on-going quality improvement.

Client Services

- Oversee intake, case management, and discharge processes.
- Oversees development and implementation of best practices by proactively identifying ways to improve current systems and processes.
- Ensure services are culturally sensitive and trauma-informed.
- Provide crisis intervention and conflict resolution when needed.
- Monitor client progress and outcomes through data tracking systems (Apricot).

Staff & Volunteer Management

- Oversees recruitment, training, supervision, and evaluation of program staff.
- Provides direct supervision of program managers.

- Facilitate team meetings, professional development, and performance reviews.
- Support volunteer engagement and orientation in collaboration with outreach staff.
- Ensure that all staff training requirements are up to date.
- Ensures that all justice system regulations are followed (PREA, VOLINCOR training and recertifications and requirements are met).
- Ensures that staff and resident on-boarding, agency policies, and exit procedures are adhered to.
- Responsible for department planning, training, motivating, teambuilding and delegation.

Community Engagement & Partnerships

- Collaborate with neighboring community, collaborative partners, local agencies, service providers, and Continuum of Care networks.
- Represent the organization in community meetings and advocacy efforts.
- Promote awareness of homelessness and housing issues.

Grant & Budget Management

- Lead grant writing, reporting, and compliance efforts.
- Manage program budgets, expenses, and financial sustainability.
- Identify and pursue funding opportunities.
- Participate in fund development, marketing, and donor cultivation as they relate to the department.
- Works with Executive Team to raise funds from philanthropic institutions (e.g. foundations, corporations, government agencies and individuals) to help build diversified funding sources for the housing programs.
- Plays a leadership role in the development of new programs and expansion of existing housing programs.

Communication & Reporting

- Prepare and provide reports for leadership, funders, and stakeholders.
- Ensure accurate documentation of client interactions and program activities.
- Support marketing and outreach efforts, including newsletters and public relations.

All other duties as assigned by Executive Team.

Supervisory Responsibilities

Provides direct supervision of program managers.

Education

This position requires a bachelor's degree in criminal justice, Social Work, Public Administration, or related field (master's preferred). 3 years to 5 years of senior level management experience in housing services, nonprofit management, or social services. A master's degree is preferred.

Behavioral Characteristics

- Proven leadership and supervisory experience.
Commitment to equity, inclusion, and trauma-informed care.

Language Skills

- Strong communication, organizational, and time management skills.
Experience with grant writing and program evaluation.
Familiarity with housing regulations and CRM systems.

Computer Skills

- Familiarity with CRM systems.

Certification and Licensing

- Driver's License required.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is:

- regularly required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms; talk or hear.
- frequently required to taste or smell.
- occasionally exposed to climb or balance; stoop, crouch, or crawl.

The employee must:

- frequently lift and/or move up to 10 pounds.
- occasionally lift and/or move up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is:

- occasionally exposed to wet or humid conditions; work near moving mechanical parts; outdoor weather conditions.

The noise level in the work environment is moderate noise.

