



HAWAI'I HEALTH & HARM REDUCTION CENTER

The New Chapter for Life Foundation and The CHOW Project

OPEN POSITION: **Housing Director**
Hawai'i Health & Harm Reduction Center

ABOUT US

Hawai'i Health & Harm Reduction Center (HHHRC) provides harm reduction-focused services to marginalized populations in Hawai'i, including people living with and/or affected by HIV, hepatitis, substance use, homelessness, and the transgender, LGBTQ, and the Native Hawaiian communities. HHHRC bridges gaps and helps individuals access essential resources such as housing, health care, entitlements, and treatment. We foster health, wellness, and systemic change in Hawai'i and the Pacific through outreach, care services, advocacy, training, prevention, education, and capacity building.

SUMMARY OF POSITION

The Housing Director is responsible for ensuring that all clients enrolled in the State Homeless Outreach Program (SHOP), Youth Homelessness Demonstration Project (YHDP) and/or Housing First (HF) program have effective access to the level and quality of harm reduction services needed to achieve their housing goals. The Housing Director will provide guidance, leadership, and management of all aspects of the department and provide supervision of the staff. This position provides training, support and capacity building on homelessness and housing resources for all agency programs. The Housing Director also manages HHHRC's Medicaid Community Integration Services and is part of the HHHRC Management Team.

This is a permanent, full-time, exempt, salaried position with HHHRC located in Honolulu, Hawai'i. Expected hours of work are generally between 8:00am and 4:30pm, Monday through Friday, with some evening and weekend attendance for client services and required agency events. Salary is commensurate with experience.

REPORTING RELATIONSHIP:

Reports to: Deputy Director - Community
Supervises: SHOP staff, YHDP staff, and HF staff

ESSENTIAL DUTIES & RESPONSIBILITIES:

Program Oversight:

- Ensure that all clients are regularly assessed to determine their needs.
- Lead the tracking and reporting of outputs and outcomes, working with HHHRC's internal committees and relevant continuum of care committees to ensure coordination of housing across all HHHRC programs.

- Ensure that all funder requirements (including reporting) are met. Make sure that all departmental productivity and quality goals are met.
- Maintain connection with agency-related community organizations and publicly represent HHHRC's Housing Programs with Partners in Care and other relevant organizations and coalitions.
- Serve as agency lead with Homeless Management Information System (HMIS) and the Coordinated Entry System (CES), ensuring that all data entry is accurate and timely and to guide coordination of housing across all HHHRC programs.
- Coordinate Program quality improvement and evaluation efforts and process analyses.
- Manage the program budgets and accountability for expenditures.
- Create, update and implement program policies, procedures, and workflows according to Council on Accreditation (CARF) standards, contract requirements and best practices in harm reduction.
- Identify gaps and barriers in available community resources and advocate for systemic changes.
- Participate in activities to educate the community about the role and services of HHHRC.
- Provide training, capacity building and support on homelessness and housing resources for all agency programs.
- Perform additional duties as needed and assigned. Duties are subject to change.

Supervision of Staff:

- Supervise, coordinate, and evaluate the work of the SHOP, YHDP, and HF staff.
- Conduct bi-monthly supervision with staff.
- Conduct 90-day and annual staff performance reviews.
- Create and implement staff development plans.
- Coordinate staff meetings and trainings.
- Ensure staff comply with all HHHRC policies and procedures.

GENERAL RESPONSIBILITIES:

- Contribute to a safe, creative, enthusiastic, and cooperative working environment for all.
- Serve on agency committees.
- Work as a team with other staff and support team members.
- Maintain appropriate professional and ethical standards while serving as a representative of HHHRC.
- Observe and comply with rules and regulations – such as HHHRC Code of Conduct, Drug-Free Workplace – and other administrative policies of HHHRC.
- Abide by all policies and procedures of the HHHRC Health & Safety Program and the Quality Management Program.
- Comply with HHHRC confidentiality policy, HIPAA requirements, cultural competencies, and rights to persons served, as well as CARF standards.
- Demonstrate steadfast understanding of, and commitment to, the Mission, Vision, and Values of HHHRC.

WORKING CONDITIONS/PHYSICAL DEMANDS:

- Office environment: indoors, air-conditioned.
- Outreach environments: outdoors, including sidewalk and off-road homeless encampments.
- Long hours sitting using office equipment and computers, which can cause muscle strain.
- Regular use of computers keyboards, telephone, and operating office equipment.

- Navigating uneven off-road paths, sometimes at an incline.
- Essential physical activities: standing, sitting, walking, finger dexterity, seeing, hearing, speaking, reaching above, at, and below shoulder, and frequent gripping of an object.
- Occasional physical activities: stooping, bending, squatting, twisting body, and lifting.
- Occasional lifting and carrying of supplies and equipment (up to 25 pounds).

REQUIRED QUALIFICATIONS:

Knowledge/Skills/Abilities:

- Strong computer skills required, including Microsoft Office (Word, Excel, PowerPoint, Outlook, SharePoint, etc.).
- Excellent interpersonal, written, and verbal communication skills.
- Ability and willingness to perform to high standards.
- Non-judgmental attitude and the ability to respect the knowledge, actions, and feelings of others.
- Demonstrated ability to work productively, both independently and as part of a team.
- Commitment to meeting or exceeding the goals of the organization.
- Capability to work well and thrive professionally in an atmosphere of significant diversity, working with marginalized populations.
- Willingness and ability to juggle multiple priorities.
- Desire to serve clients who are struggling with personal trauma, lack of resources, and systemic injustices.

Education/Experience:

- Bachelor's degree in Social Work (or related field), or equivalent work experience.
- At least three (3) years of professional experience with homelessness and/or housing programs.
- At least two (2) years of professional experience supervising employees and the ability to implement harm reduction-based supervision.
- Experience working with Hawai'i's ethnic communities.

PREFERRED QUALIFICATIONS:

- Professional experience with the Hawaii Continuum of Care, personal/lived experience with homelessness.
- Master's degree in Social Work or related field.

REQUIRED WORK CARDS/CERTIFICATIONS:

- Valid Hawaii Driver's License and clean (3-year) Driver Abstract.
- COVID-19 Vaccination
- TB Clearance
- Hep B Clearance and/or Vaccination
- Must pass Center for Medicare/Medicaid Services eligibility screening.

HOW TO APPLY

Please carefully read and fully comply with the following. Applicants should send a resume, a letter explaining their interest in and qualifications for this position, an application (found on hhrc.org/employment), and the names and contact information for three relevant references.

Applications may be submitted via postal mail, fax or email attachment as follows:

Hawai'i Health & Harm Reduction Center
677 Ala Moana Blvd., Suite 226
Honolulu, Hawaii 96813
Telephone: (808) 521-2437
Fax: (808) 521-1279
Email: employment@hhrc.org

Hawai'i Health & Harm Reduction Center provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.