

## **The Women's Home Job Description**

**Title of Position:** Director of Whole Life® Service Center

**Reports to:** Chief Program Officer

**Supervises:** Mabee WholeLife® Service Center Administrative Staff

**Works closely with:** WLSC partners; Volunteer Coordinator; Facilities Department

**Position:** Full Time - Exempt

**Salary Range:** \$65-85K per year, commensurate with experience.

### **Overview**

If you would like to be a part of an exceptional team, working on a critical mission, this job is for you. The Director of the WholeLife® Service Center plays a critical role in this evolving organization, which has strong roots in Houston and a compelling vision for the future. You will be responsible for implementing the bodacious vision for the WholeLife® Service Center: to become a cutting edge demonstration site for collaborative programming that impacts the social determinants of health in a community-based setting. Using Appreciative Community Building Strategies and building unique communication pathways between core partners, you will create a unique and game-game changing environment, working alongside families striving for a better life and the organizations that support their growth. The ideal candidate will demonstrate passion for community development, be a strong yet collaborative leader, possess a talent for connecting people and organizations to each other, and have the drive to get things done. A sense of humor and resilience are strongly valued attributes.

The Women's Home builds communities that strengthen women and support families as they reclaim their stability. Our programs specifically target women and families who are homeless or vulnerable to homelessness - many have histories of substance use disorder and mental health conditions. Through our long-term residential treatment program in Montrose, our affordable housing programs in Spring Branch, and the Mabee WholeLife® Service Center, our communities support women and their families to overcome life-long cycles of homelessness, substance use disorders and mental health conditions.

**Position Summary:** This position will work to promote and manage the programming and initiatives of the WholeLife® Service Center (WLSC) and the WholeLife® Collaborative (WLC) within the Spring Branch community. This position is responsible for supervision of staff, managing partnerships, on-site programming, and ensuring the implementation of integrated, collaborative, community based services at the facility.

### **Duties:**

#### **A. Community Building**

1. Lead staff in Appreciative Community Building activities to ensure that community members have a voice in the programming and the services offered at WLSC.
2. Under guidance of the Chief Program Officer, design and deliver high quality programming in collaboration with other organizations that reflects the community's aspirations and the appreciative community building strategies.
3. Act as the primary point of contact for the WholeLife® Collaborative, to ensure that all partners are operating at their highest and best capacity for the community.

4. Actively engage in community and collaborative partner events, meetings and programs to sustain a strong collaborative and positive culture and professional environment
5. Represent the collaborative and The Women's Home at meetings of relevant affiliate organizations and affinity groups
6. Present work of the collaborative to affiliate organizations and affinity groups
7. Maintain ongoing catalog of community meetings, conferences and networking opportunities

**B. Program Management and Administrative Duties:**

1. Build a strong, resilient team to fulfill the vision at WLSC
2. Design and develop communication pathways and legal agreements for referrals, conferring about specific clients and tracking progress of collaborative programming.
3. Oversee the evaluation and reporting of outcomes for on-going continuous quality improvement of relevant collaborative initiatives
4. Develop and monitor budgets of programs delivered at the WLSC
5. Manage the service calendar and scheduling of programming
6. Prepare compliance reports and progress reports for funders, state agencies, collaborative partners and others
7. Commit to the agency's Continuous Quality Improvement process.
8. Commit to agency's Safety Standard process.

**Qualifications:**

- Master's Degree in Community Development, Social Work, Psychology, Public Health or related field.
- 3-5 years of supervisory/management experience
- Experience with Appreciative Community Building
- Ability to understand and work within a complex organizational structure
- 3 years of experience in community engagement, organizing, leadership development, and/or planning in a nonprofit or other relevant setting
- Ability to work both independently and collaboratively in a diverse and rapid-paced professional environment
- Experience in designing and leading projects and teams
- Experience with program planning, implementation and evaluation
- Ability to prioritize and manage multiple projects with tight deadlines concurrently
- Excellent written, verbal and interpersonal communication skills
- Ability to develop strategic partnerships and collaborations with stakeholders
- Ability to cultivate relationships with a diverse population of volunteers from targeted systems and organizations
- Able and willingness to work a flexible schedule including select evenings and weekends
- Valid Driver's License
- Bi-Lingual preferred (Spanish)
- Knowledge of Spring Branch Community preferred