



Position: Deputy Director

Exempt

Reports to: Executive Director

Supervises: Finance Manager, Programs Coordinator, Housing Specialist, Administrative Assistant

Agency Description:

Homelessness and Housing Alliance (HHA) is the Lead Agency, Collaborative Applicant, and HMIS Lead for the Okaloosa Walton Homeless Continuum of Care (OWHCC). The goal of the OWHCC is to make homelessness rare, brief, and non-recurring. OWHCC works collaboratively with a broad-based network of public and private providers focused on utilizing practices that are informed by data, honor the difference perspectives of all stakeholders and are trauma-informed. OWHCC works to identify and bridge gaps in homeless services so that investments can be made in the areas of greatest need and secures resources for homeless service providers so they can meet the needs of families and individuals experiencing homelessness.

Job Description:

The Deputy Director of HHA will be responsible for all aspects of assisting the Executive Director and the Board of Directors in its mission to end homelessness. The Deputy Director is part of the HHA Leadership team to carry out the strategic plan in an effective manner and seek innovative ways to fill service gaps. The Deputy Director shall serve as Acting Executive Director in the absence of the Executive Director.

The Deputy Director is responsible for overseeing the daily operations of HHA. The Deputy Director is responsible for provision of oversight and quality assurance of grants managed by HHA, and for all quality assurance, compliance, reporting, and measuring performance for all contracts managed internally by HHA and externally by sub recipients. The Deputy Director oversees contracting with sub-recipients, training & education of sub-recipients and HHA program staff, program monitoring, and reviewing supporting documentation for payment processing. The Deputy Director will provide strategic, programmatic, fiscal, and contractual oversight of funding for programs in the areas of ESG, Continuum of Care (CoC), Challenge Grant, TANF/Prevention, and other housing and homeless services contracts and will be responsible for allocating resources, developing policies and overseeing program execution in these areas. The Deputy Director will follow approved HHA Employee Handbook, CoC Policy and Procedure, Written Standards, GAAP aligned Fiscal Policy and Procedure, Strategic Plan, federal and state regulation, and contractual guidelines to ensure quality assurance is met at all times.



Responsibilities:

Operational

- Provides oversight of internal operations, including Human Resources, Finance, and Program Management
- Develops and implements effective recruiting, hiring, compensation, benefits, training, and professional development policies
- Sustains an internal culture that promotes initiative, appropriate risk taking, learning, cooperation, equity, and mutual respect
- Provides high-level input regarding staffing decisions related to growth, performance and accountability
- Assists in improving and monitoring the organization's performance reporting systems
- Provides coaching and training for staff development and advancement
- Schedules and conducts regularly scheduled staff meetings
- Updates key staff about upcoming deadlines, deliverables, monitoring, and training
- Regularly communicates with HHA Executive Director and staff on the status of activities as well as critical issues and updates
- Ensures adequate internal fiscal controls are being observed and ensures compliance with policies and procedures for service delivery and fiscal operations
- Develops and implements standardized policy and procedures, written standards of care, forms, and guidelines for all programs under HHA and funded through the CoC
- Provides daily support functions such as correspondence, general research, receiving and responding to phone calls, emails and file maintenance
- Represents the Executive Director and agency in conferences, forums, round tables, and meetings as directed

Contract Administration

- Provides strategic, programmatic, fiscal, and contract oversight of the federal Emergency Solutions Grants, Challenge Grant, TANF/Prevention, Staffing Grant, HUD Continuum of Care programs, and other federal, state, and local grants
- Interprets, applies, and ensures compliance with guidelines of grant agents and with all applicable laws, ordinances, rules, regulations, standards, policies and procedures and initiates any actions necessary to correct deviations
- Oversees and evaluates subcontracts, agreements, and interagency agreements from local, State and Federal sources
- Ensures compilation of compliant subcontract agreements in accordance with company policy and procedures and government regulations
- Participates in negotiations of contracts and agreements with public and private agencies; assists in establishing scope of services for contract proposals to assure conformance with program needs, objectives, budget allocations, and/or regulatory



requirements

- Develops, oversees, and evaluates subcontracts, agreements, and interagency agreements from local, State, and Federal sources
- Conducts on-site and remote monitoring reviews of subcontractors and programs administered by HHA
- Develops, oversees, and enforces Corrective Action Plans (CAP) for subcontractors failing to meet outcomes or comply with HHA policies and procedures, State, Federal, and local regulations
- Maintain all necessary documentation from grant solicitation process to close out, including subcontracts, amendments, budgets, reports, correspondence, reports, invoices, payments, monitoring reports, CAPs, approved forms, closeout items, and policy and procedures for all programs
- Supports the closeout process for contracts including verifications of final deliverables and contractual commitments and perform necessary closeout procedures
- Monitors compliance with HMIS and other current and evolving data collection and automated reporting systems

Strategic Planning

- Oversees the Annual Point in Time and Housing Inventory Count Process including survey and reporting issues
- Prepares, coordinates, monitors, and evaluates grant applications, awarded amounts, and grant projects in progress to ensure desired results are being obtained and stated goals and objectives are being met
- Tracks and monitors progress toward stated outcomes for all internal and external programs and report progress to Executive Director and Board of Directors along with recommendations for improvement
- Evaluates demand to determine emerging trends and adjust program operations and services as needed.
- Assesses the effectiveness and expediency of strategies to move individuals and families experiencing homelessness into stable permanent housing
- Participates in data planning and system improvement efforts
- Provides recommendations and oversight in all investments in services and programs that address critical needs for adults and families experiencing homelessness and/or living in extreme poverty to ensure a seamless delivery of services to those in need
- Develops, designs, monitors, evaluates and implements programs and services culturally responsive to the population being served
- Contributes to grant writing and reporting processes
- Supports fund development efforts
- Performs other duties as assigned



Qualifications:

- A Bachelor's Degree or at least six years of experience in human services, or a related field
- Comprehensive understanding of U.S. Department of Housing and Urban Development (HUD) funding and resources
- Thorough knowledge of contract management
- Ability to manage complex projects and departments
- Highly skilled at staff management, coaching, and development
- Excellent written, oral communication, and public speaking skills
- Strong prioritization, process development, and facilitation skills
- Exceptional organization and attention to detail
- Ability to handle multiple tasks in a deadline-oriented environment

Compensation and Benefits:

- Starting Salary: \$50,000 (based on experience)

Benefits

- Flexible Schedules
- Telecommuting
- PTO
- Paid Holidays
- Mileage Reimbursements
- Career Development Opportunities
- Direct Deposit
- Company Swag