Position: Senior Director of Guest Services (shelter)

**Sister José Women's Center** provides unhoused guests with a safe and inclusive environment in which to recuperate from the daily struggle of homelessness and build a pathway to permanent housing. We are a community built upon the values of compassion, dignity, and respect in a non-institutionalized setting. For many of our guests and their pets, we are home. Sister Jose’s is a local non-profit organization that serves adult women of all cultures, races, ethnicities, and non-binary people who prefer the safety of a women’s center.

**Job Summary**

The Senior Director of Shelter and Guest Services oversees the organization's programs serving unhoused guests. Programming includes a low-barrier drop-in day program, a 24-hour shelter, and a housing-focused case navigation program.  The Senior Director reports to the CEO and supervises Program Managers. They collaborate with the Director of Operations and other leadership team members to align programs with the center's mission and ensure that guests are treated with dignity and respect. This senior role involves strategic leadership in developing, overseeing, and evaluating all programming and maintaining financial solvency and compliance.  At the heart of this role is a commitment to foster a collaborative and inclusive culture and to build strong, supportive relationships with shelter staff to serve our guests and improve their quality of life.

**Key Responsibilities**

Strategic Leadership

Develop and implement a comprehensive strategy for a pathway to housing for guests challenged by multiple barriers to becoming housed, which aligns with the organization’s mission and strategic goals.

Develop and manage the program budget, ensuring financial sustainability and accountability.

Program Oversight, Development, and Evaluation:

Responsible for all program evaluation aspects to ensure programs produce positive outcomes.

Use data-driven decision-making to improve programming, staffing, and service delivery continuously.

Support the Program Managers and their direct reports in overseeing all shelter program operations, program delivery, and reaching goals.

Ensure high-quality service delivery, client-centered care, and compliance with best practices for a low-barrier shelter and housing-focused case navigation.

Serve as an administrator of daily shelter operations working onsite.

Identify opportunities for program enhancement and development, including building community partnerships.

Ensure compliance with all funding requirements and manage related reporting, including grant reporting.

Facilitate focus groups with people who have lived experience to develop and evaluate programs.

Community Engagement and Advocacy:

Act as the Center’s spokesperson on issues related to housing and homelessness and as a representative in public forums, with government agencies, and in community coalitions.

Build and maintain relationships with key stakeholders and partner organizations.

Ensure all Center staff receive updates on critical center activities.

Staff and Center Supervision and Development:

As the lead administrator of all the center’s programs, the Senior Director supports the Program Managers in meeting their performance objectives while fostering a collaborative and supportive work environment for all staff members.

Responsible for oversight of program staffing levels and resources required to meet their performance objectives

Identify and develop training goals for program staff professional development in cooperation with the program director to enhance program service delivery, improve customer service, improve program outcomes, foster a healthy work environment, and promote self-care.

Ensure that all program staff receive regular supervision and evaluation of their work performance.

Adapt to working with and supporting a different and diverse group of volunteers and staff daily.

Compliance and Risk Management:

Ensure all programs comply with federal, state, and local regulations.

Develop and implement policies and procedures to manage risks and maintain program integrity.

Work with the Director of Operations on Center safety and improvement projects.

Review and evaluate incident reports and communicate changes to leadership and staff.

**Competencies**

Strong written and verbal communication skills that articulate complex ideas clearly and persuasively.

Excellent organizational skills and attention to detail with the ability to effectively manage multiple deadlines and priorities.

Program development skills, including logic models, developing outcomes, and budgets

Excellent interpersonal skills, with the ability to build and maintain relationships with staff and diverse stakeholders.

Experience with housing-focused case navigation, affordable housing, HMIS, coordinated entry, and financial assistance programs.

Familiar with best practices for shelters and services for the unhoused, including trauma-informed care, de-escalation, motivational interviewing, person-centered service delivery, etc.

**Requirements**

Education

A master's degree in social work, public administration, business administration, or a related field is required. However, the right candidate will also be considered with a bachelor’s degree with experience.

Experience

Five years of experience in a non-profit leadership role, including extensive knowledge of housing and homelessness services and shelter supervision.

Experience in accessing behavioral health and mental health services and public benefits.

Proven track record in developing and managing program services, including case navigation and unhoused shelter programs.

Familiarity with unsheltered women's behavioral health and medical needs or facilitating lived experience discussion.

Preferred Skills/Abilities: Bilingual Spanish/English

**Employee Benefits**

Salary Range: $82,000 to $90,000 depending on experience and qualifications. Employer subsidized employee health, dental, and vision insurance, employer matching 401 (k) plan, nine holidays, and Paid Time Off.

To apply: Submit a letter of interest and resume to Nicola Hartmann, Sister José Women’s Center, 1028 S. Park Avenue, Tucson, AZ 85719, email to nicola@sisterjose.org or visit [www.sisterjose.org](http://www.sisterjose.org/).

Sister José Women’s Center provides equal employment opportunities (EEO) to all employees and applicants and actively seeks candidates who reflect the rich diversity of the communities that we serve. We are committed to a work environment that embraces and promotes individuality and inclusion. We believe that diversity and inclusion of varied perspectives, backgrounds, and life experiences are essential to our organization’s effectiveness, and allow us to serve our clients in the respectful, responsive, and understanding way that they deserve. We define diversity in broad terms to include race, ethnicity, age, gender, religion, sexual orientation, gender identity and expression, mental or physical disability, marital status, pregnancy, military and veteran status, medical condition, geography, socio-economic status, and other unique attributes that make us who we are.

Sister José Women’s Center offers a safe and compassionate environment that honors the dignity of all women.