



JOB DESCRIPTION

Director of Evaluation and Training

Abode Services is a community based organization founded in 1988. Services include a variety of support services to families as well as adults without children. The mission of Abode Services is to end homelessness by assisting low-income un-housed people to secure stable, supportive housing and to be advocates for the removal of the causes of homelessness. The agency provides services throughout Napa County, Santa Clara County, San Mateo, Santa Cruz and Napa Counties.

Abode is seeking a dynamic **Director of Evaluation and Training** to provide guidance to Abode Services in order to ensure that the agency continues to operate high-quality, impactful programs; is well-positioned and prepared for important policy and regulatory shifts; and otherwise continues to lead the way in ending homelessness in the communities we serve. Among other responsibilities, the Director will oversee Abode's program evaluation team; follow important policy developments associated with housing, health care, and other fields related to homelessness; and develop and maintain a comprehensive training program throughout the agency.

Responsibilities:

- 1. Agency Oversight:** Provide leadership and oversight for evaluation and training efforts with Senior Management and stakeholders. This includes the tracking and evaluation of new programs, existing programs and overall inquiries on housing strategies and legislative initiatives.
- 2. Program Compliance:** Ensure that programs are in compliance with funding regulations, program goals, and stakeholder expectations. This includes overseeing the annual HUD NOFA processes, training on regulations, and ensuring agency consistency in file review, billing, and reporting.
- 3. Program/Staff Supervision:** Provide direct supervision to all program evaluation staff. Provide regular and appropriate feedback including training, opportunities for professional growth, verbal and written improvement plans when needed, and regular evaluations.
- 4. Coordination of Departments:** Ensure that programs are successfully integrating supportive services and housing components to stabilize and improve housing, income, and health outcomes of participants.
- 5. Evaluation and Quality Systems Management:** Responsible for the evaluation of all agency programs including general oversight of the HMIS and Sales Force data systems, analyzing program dashboards to understand performance and outcomes, and working collaboratively with other managers and directors to support data-driven management decisions and quality improvement strategies.
- 6. Agency Liaison to the Community:** Maintain effective public relations. Develop relationships with the community. Serve as a spokesperson for agency when called upon.
- 7. Senior Management:** Collaborate regularly with agency management. Participate in regular Senior Management meetings with the Executive Director, Chief Operating Officer, CFO, Director of Development, Director of Properties and Assets, Director of Housing Programs and Director of Social Services, to discuss issues relating to finances, human resources, and program operations.
- 8. Other duties as assigned.**

Qualifications:

- Minimum of ten years of professional experience in the human services, social work, or related field.
- Minimum five years' experience in non-profit management with a proven track record in successful implementation of housing programs.
- Minimum five years of experience developing and programs for extremely low income people including those who have experienced homelessness.

- Strong ability to represent the interests of the agency, interact effectively with a diverse staff, and be comfortable building successful collaborative relationships with tenants, staff, and with community members.
 - Bachelor's degree required; Master's degree highly preferred.
 - Supervisory experience with strong skills in program development and policy and procedures.
 - Excellent written and oral communication skills.
 - Strong organizational and time management skills, and the ability to manage multiple time-sensitive projects simultaneously.
 - Proven ability to work independently, effectively as an individual and part of the team.
- ❖ This is a full-time, exempt position reporting to the Chief Operating Officer. The salary range for this position is \$75,000 to \$90,000 commensurate with experience and includes comprehensive benefits package, along with 403(b) retirement savings plan. If interested in this position, please send resume and letter of interest to HR@abodeservices.org.

Abode Services is an Equal Opportunity Employer

Notice: This description is to be used as a guide only. It does not constitute a contract, commitment or promise of any kind. Abode Services reserves the right to change, add, delete, upgrade or downgrade the position as dictated by business necessity at anytime with or without notice.