Program Director – Emergency Homeless Shelter

Organization: Transition House
Location: Santa Barbara, CA, onsite
Position Type: Full-Time, Exempt
Reports To: Executive Director

About Transition House
Transition House is an emergency shelter and transitional and permanent housing provider serving families with children experiencing homelessness in the Santa Barbara community. We provide individualized solutions to help families return to stable housing, following nationally recognized best practices in family shelter and supportive services delivery.

Position Summary
Transition House seeks a seasoned **Program Director** to oversee all aspects of case management and career development services for families living in our emergency shelter and transitional housing programs.

The Program Director will provide confident, compassionate leadership in a trauma-informed environment while maintaining the integrity of Transition House's established program methodology and identifying opportunities to improve and streamline practices. The Program Director will lead a highly collaborative team of case management professionals and work closely with other agency directors overseeing shelter operations, education, and children's programs to achieve the agency's goals.

Key Responsibilities

Staff Management and Development
- Recruit, train, supervise, and evaluate a collegial team of 5-6 program staff.
- Foster a culture of creative problem-solving, professional growth, and staff competency.
- Identify ongoing training opportunities in industry best practices, including trauma-informed care and two-generation approaches to addressing family homelessness.
- Maintain an open-door and supportive management style, providing front-line staff with guidance, effective social service practices, and support for professional well-being.

Program Implementation and Quality Improvement
- Design, monitor, and enhance case management systems, policies, procedures, and anti-poverty support services to help families successfully transition to housing.
- Oversee weekly case presentation meetings, where team reviews individual case plans, assesses progress, and identifies challenges and opportunities for additional support.
- Provide coverage of case management functions as needed in staff absences.
- Regularly evaluate program successes and challenges. Stay informed about local and national policies, trends, and best practices affecting families experiencing homelessness, working with staff and agency leadership to make program adjustments when indicated.

Crisis Management

- Advise and support case managers and operations staff in responding to complex client crises, behavioral incidents, and emergency situations.
- Serve as a lead resource in client interventions, using de-escalation, trauma-informed, and equitable approaches.

Compliance, Data and Technology

- Maintain program integrity through accurate, timely, and meaningful data collection and analysis.
- Oversee the use of electronic case management and other technology systems to improve efficiency, documentation, grant reporting, and ensure contractual compliance.

Community and Stakeholder Engagement

- Represent Transition House in local social service coalitions and community meetings.
- Develop and strengthen relationships with partner agencies to offer creative, collaborative solutions that enhance services for families.
- Build and maintain strong working relationships with other local service providers, housing authorities, affordable housing developers, and other community partners.

Senior Management Team

- Work closely with senior staff overseeing shelter operations, children's programs, and onsite education to maintain a coordinated approach to serving families.
- Participate as a member of the agency's senior management team and contribute to agency-wide planning, problem-solving, and decision-making.

Qualifications

Education

- Bachelor's degree in related field required. A master's degree is a plus. Significant relevant experience may be considered in lieu of the stated educational requirement.

Experience

- Minimum of five years of progressively responsible leadership in social service setting, including experience supervising professional staff and managing programs.
- Experience managing residential programs or services for families experiencing homelessness is strongly preferred.

Requirements

- Must successfully complete a comprehensive background check.
- Valid driver's license required.
- Bilingual English/Spanish language skills are a plus.

Skills and Attributes

Passion and Compassion

Demonstrated commitment to finding individualized solutions to homelessness through compassionate, nonjudgmental, respectful, and equitable approaches.

Technological Competence
Experience with electronic case management software or similar systems, along with an interest in using technology to improve program efficiency, communication, documentation, and outcomes.

Knowledge of Best Practices
Working knowledge of trauma-informed care, de-escalation strategies, motivational interviewing, and other evidence-informed approaches to working with individuals and families experiencing homelessness and trauma.

Excellent Writing Skills
Ability to draft clear, concise, and professional communications for clients, staff, community partners, and outside agencies. Ability to develop and maintain written protocols, procedures, and other program documentation.

Communication and Collaboration
Exceptional interpersonal and verbal communication skills, with the ability to advocate effectively for vulnerable populations, build strong partnerships, and work collaboratively across departments and organizations.

A Sense of Humor
A good sense of humor and the ability to maintain perspective in challenging circumstances is a great plus!

Benefits

- Competitive salary of **$110,000–$120,000 annually**, commensurate with experience
- Comprehensive medical, dental, and vision insurance
- Generous vacation and sick leave
- 12 paid holidays annually
- 403(b) retirement plan with organizational match after one year
- Professional development opportunities

How To Apply

Please send a resume and cover letter to:

Kathleen Baushke, Executive Director
kbaushke@transitionhouse.com