



## **JOB DESCRIPTION**

**JOB TITLE:** Chief Housing Officer  
**REPORTS TO:** Chief Executive Officer  
**DEPARTMENT/PROGRAM:** Administration  
**FSLA:** Exempt

### **ABOUT CHI**

Community Housing Innovations is a not-for-profit housing and human services organization that serves New York's Suffolk, Nassau, Westchester, Dutchess, Orange counties and New York City. Our vision is to break the cycle of poverty and foster upward mobility by ensuring that all families and singles live in quality housing, have a home of their own and a job to support them. CHI believes quality, affordable housing provides a firm foundation for a prosperous life. Our mission is to provide **housing** and human **services** that support social and economic independence.

CHI provides:

- Homeless Shelter
- Supportive Housing
- Affordable Housing
- Permanent Housing
- Eviction
- Foreclosure

### **ABOUT THE CHI CHIEF HOUSING OFFICER**

The Chief Housing Officer (CHO) is a C Suite executive responsible for the oversight of all of CHI's homeless shelter and housing (supportive and affordable) sites in Suffolk, Nassau, Westchester, Dutchess, Orange, New York City and future locations/counties.

The CHO is someone with extensive experience in the homeless and housing nonprofit industry in New York.

The CHO is a highly energized, results-oriented leader, fully engaged and get it done executive. The CHO must be highly organized, an effective planner with a strong track record of implementation and oversight. Must be able to juggle multiple priorities simultaneously. It requires exceptional problem-solving skills and the ability to manage multiple facilities with a diverse workforce; while providing



leadership to directors, staff, volunteers, and agency staff on a whole; solicit feedback, and analyze the effectiveness of the entire CHI housing team.

The CHO must be committed to the vision and mission of CHI, basically to help people live in quality housing and prosper in life.

### **JOB-RELATED DUTIES – ESSENTIAL FUNCTIONS**

*These duties are essential and specific to the successful implementation of the position*

- Work closely with the Chief Executive Officer (CEO), the Chief Financial Officer (CFO), The Chief Services Officer (CSO), the Vice President of Human Resources, the Vice President of Fundraising/Development, the Executive Assistant to the CEO and all leadership staff.
- Work closely with the CEO on the implementation of CHI's Housing Action Plan and the development of a CHI Housing Development department.
- Direct oversight of all of CHI's homeless and housing shelters/sites/residences in Long Island, Westchester, Hudson Valley and New York City.
- Develop and maintain relationships with governmental agencies, not-for-profit programs, private and public funding sources and businesses as necessary to successfully implement CHI's housing goals and objectives.
- Maintain close relationship and dialogue with regulatory agencies, including the counties Department of Social Services (DSS).
- Supervise a team of highly experienced Directors and managers.
- Set a schedule to periodically visit all sites in the Long Island, Westchester, Hudson Valley and New York City areas.
- Ensure that homeless and housing are provided effectively and in accordance with the guidelines established by CHI and all funding sources.
- Ensure that all participants (shelter residents/tenants) in housing-related programs are provided with the services necessary to promote personal and economic independence. Work closely with the CSO to periodically monitor the quality of our sites.
- Review RFP's to expand services. Work closely with the CSO and the Vice President of Development in searching for housing and homeless-related grants, RFPs and foundation requests.
- Search for new homeless and housing opportunities.
- Ensure optimum performance of personnel and interfacing of various agency divisions; executive, fiscal, services, property management, personnel.
- Regularly assess effectiveness of the department under direct supervision and implement changes where necessary, working closely with the CSO and the Director of Quality Assurance.
- Responsible for the oversight and development and monitoring of the annual program budgets. Work closely with the CFO and all Directors in the development and oversight of budgets.
- Ensure compliance with all regulatory, licensing, and accreditation requirements. This includes having continuing dialogue and effective reporting with external agencies.



- Develop policies and procedures aligning service delivery with the requirements of government contracts, grants, foundations, or as otherwise required by the organization.
- Support Directors to ensure mission viability throughout all service provision. Promote cross-training between departments and strengthen career development.
- Keep current with legislative proposals and the effects they may have on programs. Make CEO aware of any potential negative/positive effects legislative proposals may have on organizational programming or funding to ensure we are able to advocate accordingly.
- Pursue training opportunities for program staff that could strengthen overall services.
- Understanding of shelter regulatory guidelines and housing, including Part 900, Part 491 and other homeless and housing government regulations/guidelines.
- Understanding of Housing Development, including LIHTC.

#### **Success Metrics:**

- Each homeless/housing sites has contributed to overall sustainability of CHI as measured by organizational key performance indicators.
- Each site is responsible to work with the C-Suite, and the Vice President of Fundraising/Development to secure adequate funding to cover all expenses.
- All metrics are aligned with the organizational strategy.
- Each Director will participate annually in the budget process.
- Programs have processes for indicator measurement and review.
- Professional development of staff and the CHO.

#### **Core Competencies**

- Highly effective leadership; demonstrates a fundamental respect for the dignity of others. Works collegially and is a proven team builder. Inclined to coach and teach to improve knowledge and ability of others but holds people accountable for results. Also holds her/himself accountable for delivery and results.
- An innovator, capable of creating or seizing opportunities to improve service effectiveness and client outcomes and build strategic partnerships with other organizations.
- Understands and values quality improvement; applies managerial and technical skills to measure and improve efficiency and effectiveness and ensure compliance with all regulatory and contractual obligations. Able to effectively address overlapping projects and deadlines. Adaptable and reliable in face of conflict, crisis, or changing priorities.
- Able to lead a team in managing multiple and often simultaneous tasks and in creating a work environment recognized for a high level of organization, timeliness, cost-effectiveness, accuracy, and results.
- A hands-on leader who directly engages staff and residents/tenants at the sites.



- A demonstrated commitment to diversity and inclusion, valuing a diversity of perspectives and encouraging contributions by all team members.
- Business “literate,” understands financial reports, applies data to assess business effectiveness and efficiency, and acts in a fiscally responsible manner.
- Ability to thrive in a flexible, fast-paced, accredited, and growth-oriented environment while maintaining a positive solution-oriented approach.
- Accountability – Someone that holds their subordinates accountable as well as holding themselves accountable. The CHO should be reporting on all programs across the board. This competency can evaluate the CHO’s strengths and weakness and effectively manage their subordinates.
- Familiarity with Program Budgets– The CHO should have knowledge of each site budget he/she oversees and be able to interpret the budgets including how it may or may not affect the agency. Work closely with the CFO to ensure all Directors have a working knowledge of their respective budgets.
- Strategic Vision – Should have a robust analysis of program trends both internal and external and to understand program/agency objectives and their own role in implementing a plan. Work closely with the CEO on strategic planning, cultivation, partnerships and other external matters on an as needed basis.
- Communication – To effectively communicate their site needs to internal and external members involved. Being clear, detailed, concise and factual. Strong ability to manage across, up, down, across with a solution-oriented, resolution focused approach to difference of approach or opinion.
- Transparency – fully transparent, even acknowledging gaps with a clear self-initiated plan to address any gaps identified.



**QUALIFICATIONS:**

- Master’s degree.
- Extensive experience working in a related field with homeless populations, housing program development
- Minimum of ten (10) years at the Director level and above; five (5) years and above at the Vice President level, with extensive supervisory experience; including supervising multiple sites.
- Intermediate or expert level proficiency in MS Office products required
- Strong management, administrative, organizational, interpersonal, verbal communication, and writing and presentation skills are required
- Must have proven and strong leadership skills.
- Excellent verbal and written communication skills.

*I have read the above job description fully and understand my position’s responsibilities. I also understand the Employment-At-Will state under which I was hired and that I am subject to termination at any time for any reason with or without notice and with or without cause.*

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Print Name

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Date of Hire

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Signature

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Today’s Date