



## Job Title: Housing Solutions Director

### Job Summary:

Heading Home is seeking a dedicated and experienced Housing Solutions Director to oversee a team of street outreach workers and prevention/diversion case managers focused on preventing and alleviating homelessness. The Housing Solutions Director will be responsible for providing guidance, support, and supervision to both the street outreach team working with individuals experiencing unsheltered homelessness, and the diversion and prevention case managers assisting households at imminent risk of homelessness. The successful candidate will facilitate case conferencing, develop and implement training programs, and collaborate with community partners to ensure individuals and families secure and maintain stable housing.

### Key Responsibilities:

- **Strategic Planning & Development:** In collaboration with Heading Home leadership, develop and implement evidence-based strategies to reduce unsheltered homelessness, including those outlined in the [2025 Housing Action Plan](#).
- **Leadership & Supervision:** Provide day-to-day guidance, support, and oversight to a team of street outreach workers and prevention/diversion case managers, ensuring alignment with Heading Home's mission and goals.
- **Case Conferencing:** Lead regular case conferencing sessions, bringing together team members to discuss complex cases, problem-solve, and develop effective strategies to support clients experiencing unsheltered homelessness or at risk of homelessness.
- **Team Development:** Foster a positive team culture through regular check-ins, training and professional development opportunities, and support for team members' growth and success.
- **Collaborative Support:** Work closely with community partners, local service providers, consultants with lived experience, and housing resources to ensure clients receive comprehensive and coordinated services. Engage in local collaborations to ensure the team is following shared best practices.
- **Monitoring & Reporting:** Track team performance, client progress, and service delivery metrics to ensure goals are being met. Prepare regular reports for internal and external stakeholders. Ensure accurate documentation and outcomes in compliance with organizational and funder requirements.

- **Crisis Management:** Offer guidance and support in crisis situations, ensuring street outreach workers and prevention/diversion case managers are equipped with the necessary resources and strategies to address immediate client needs.
- **Program Implementation & Improvement:** Help implement and refine program policies and procedures relevant to decreasing unsheltered homelessness and housing insecurity. Advocate for improvements and ensure the team is delivering culturally competent, trauma-informed, and client-centered care.

#### **Qualifications:**

- **Experience:** At least 3-5 years of social services experience providing :
  - Homelessness services, street outreach, case management, or a related field. Prior supervisory or leadership experience is required.
- **Education:**
  - Bachelor's degree in social work, psychology, public administration, or a related field is preferred. Relevant experience may be substituted for educational requirements
- **Skills:**
  - Strong communication, interpersonal, and organizational skills.
  - Ability to lead and motivate a team
  - Ability to manage multiple tasks, and work effectively under pressure
  - Skilled in collaborating and building strong partnerships with community stakeholders, service providers, and individuals with lived experience of unsheltered homelessness or housing instability.
  - Strong analytical and critical thinking skills, with the ability to develop creative solutions to complex problems.
  - Ability to navigate a variety of databases and computer programs including HMIS, Outlook, Excel, Word, PowerPoint, Google Docs.
- **Knowledge:**
  - Understanding of homelessness, housing systems, and diversion/prevention strategies
  - Familiarity with trauma-informed care, harm reduction, and best practices in outreach and prevention/diversion
- **Personal Attributes:**
  - A strong commitment to supporting individuals and families experiencing homelessness and housing insecurity.
  - Ability to work independently, manage multiple tasks, and meet deadlines in a dynamic environment.
  - Empathy and understanding, with a non-judgmental approach to working with individuals from diverse backgrounds.
- **Other Requirements:** Ability to work flexible hours as needed, including evenings occasionally. Must be able to work in a variety of community-based environments.

**Compensation:** \$60,000

**Benefits:** Generous benefits include health, vision, and dental insurance with employee contribution, long- and short-term disability and life insurance, retirement contribution matching after one year, and generous PTO.

**To Apply:** Please submit a resume, three references and cover letter outlining your qualifications and interest in the role to:

Tatiana Wheeler, Associate Director  
Heading Home of South Central Indiana  
tatiana@headinghomeindiana.org

**Relevant Documents:** Relevant documents for this job include the [Heading Home Plan](#) and [2025 Housing Action Plan](#).

**About the Employer:** The Housing Solutions Director will be an employee of the Community Foundation of Bloomington and Monroe County, and the position is dedicated 100% full-time to Heading Home of South Central Indiana and reports to the Executive Director of Heading Home. The Community Foundation is an equal opportunity employer.

Heading Home is a regional initiative working to make homelessness rare, brief and non-repeating. Learn more [here](#).