



Friends In Deed
An Equal Opportunities Employer

Director of Street Outreach and Housing

Reports to: Vice President of Programs

Location: in-person, Pasadena CA

Status: Exempt (salary)

Salary: \$85,000-\$90,000 DOE

Full-time/Part time: Full Time

Permanent/Temporary: Permanent

Mission:

Providing supportive services with compassion and dignity to our neighbors experiencing homelessness and vulnerability

About the Position:

The Director of Street Outreach & Housing provides strategic leadership, clinical oversight, and program management for the Street Outreach Team (SOT) and related housing programs. This role ensures high-quality, client-centered services that align with best practices in harm reduction, trauma informed care, and housing first. The Director is responsible for managing several sub programs, supervising outreach, housing navigation and ICMS staff and interns, maintaining program compliance, managing partnerships, and driving innovation to expand housing stability solutions.

Primary Responsibilities:

Supervisory & Staff Development

- Provide direct supervision to program staff, including mental health, substance use, case management, housing navigation, and harm reduction specialists
- Lead 1:1 supervision sessions, monthly supervisor meetings, case conferencing, and weekly team huddles
- Hire, train, onboard, and evaluate staff; address performance issues; mediate conflicts
- Support staff development through modeling, field shadowing, and mentoring
- Promote staff capacity-building, team cohesion, and professional growth

Program Administration

- Oversee budgets, expenses, department grant reporting, and program data/outcomes tracking
- Approve check requests, staff reimbursements, timecards, and program supplies
- Review and sign Housing Stability Plans, incident reports, and program expense requests
- Manage SOT Google Drive, training library, and resource lists
- Ensure timely submission of monthly, quarterly, and annual reports
- Ensure program compliance with city/county contracts, including staff training, HMIS reporting, data corrections, audits, and city communications
- Oversee enrollments, meetings, program rules, KPIs, MOUs, and compliance with contract requirements for the Safe Parking, Pathway Interim Housing, TLS and Rapid Rehousing programs
- Maintain strong relationships with key partners (e.g., LAHSA, PORT, USHS, HOPE, Beacon Housing, Kaiser, USC, UCLA, community faith partners)
- Coordinate donations, volunteer engagement, and community events
- Represent the agency in outreach coalitions, faith-based committees, and public presentations

Qualifications:

- Background in social services, ideally in homelessness and housing
- Proven supervisory experience with large, multidisciplinary teams
- Strong knowledge of HMIS, compliance, and documentation (or similar database)
- Collaborative leader with excellent communication and problem-solving skills
- Experience with database management, PowerPoint, Excel and presentation skills
- Mental Health related degree suggested (MSW, MFT, Psychology etc.); Clinical licensure preferred (LCSW, LMFT, Psychologist etc.)

Application Deadline: Friday, October 10, 2025

How To Apply:

Research shows that members of underrepresented groups often apply to jobs only if they meet 100% of the qualifications. Friends In Deed recognizes very few individuals ever meet 100% of the qualifications for any given role; therefore, we encourage candidates with some or most of the qualifications to apply.

To Apply: Send cover letter, resume, and references to Ryan Greer, Vice President of Programs, at ryang@friendsindeedpas.org.

Benefits of working at Friends In Deed:

- 10 days of vacation plus one organization-wide week off in the winter and one in the summer (4 work weeks total)
- Paid sick time
- All major holidays
- Medical, Dental and Vision fully paid
- 403(b) plan with employer match
- Up to \$500/year for professional development
- Employee assistance program

- Mileage reimbursement
- Friendly work environment

Friends In Deed is committed to fostering, cultivating, and preserving a culture of diversity, equity and inclusion. We embrace and celebrate the spectrum of our employees'/volunteers'/clients' age, color, ability or disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, neurodiversity, and other characteristics that make our employees/volunteers/clients unique.