



Friends In Deed
An Equal Opportunities Employer

Director of The Women's Room

Reports to: Vice President of Programs

Location: In-person, Pasadena, CA

Status: Exempt (Salary)

Salary: \$75,000–\$80,000 DOE

Schedule: Full Time

Classification: Permanent

Mission

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

About the Position

The Director of The Women's Room provides strategic leadership, program oversight, and compassionate management for Friends In Deed's daytime shelter and supportive services for women experiencing homelessness and housing instability. This role ensures that all services are trauma-informed, client-centered, and grounded in dignity, safety, and respect.

The Director oversees the daily operations of The Women's Room, supervises staff, interns, and volunteers, maintains compliance and program quality, strengthens community partnerships, and helps cultivate donor and volunteer engagement in support of the program's mission. The Director also serves as a key ambassador for The Women's Room within the community and among partner organizations. A key part of the day-to-day responsibilities includes heavy interaction with Women's Room guests and working with the team and external partners to troubleshoot and fulfill guest needs.

Primary Responsibilities

Leadership & Staff Supervision

- Provide direct supervision and support to Women's Room staff, including program leadership and frontline team members
- Conduct regular 1:1 supervision meetings, team huddles, and staff development sessions
- Hire, onboard, train, coach, and evaluate employees, interns, and volunteers
- Address performance concerns and support conflict resolution in a constructive and professional manner
- Foster a collaborative, trauma-informed, and mission-driven team culture
- Support staff growth through mentoring, modeling, and professional development opportunities

Program Operations & Administration

- Oversee daily operations and programming of The Women's Room day shelter
- Ensure high-quality, client-centered services that align with organizational values and best practices
- Monitor program compliance, documentation standards, attendance tracking, and client records
- Oversee program budgets, expense tracking, grant reporting, and data collection
- Approve program-related purchases, reimbursements, timecards, and incident reports
- Maintain program calendars, resource lists, and shared program systems

Community Engagement & Partnerships

- Build and maintain strong relationships with community partners, service providers, faith communities, volunteers, and local agencies
- Coordinate volunteer engagement, in-kind donations, and community-based activities
- Represent Friends In Deed and The Women's Room at coalition meetings, outreach events, presentations, and community gatherings
- Collaborate with the Development Team to support storytelling, donor engagement, and fundraising efforts
- Help identify opportunities to strengthen community awareness and support for women experiencing homelessness

Client Care & Program Quality

- Promote a welcoming, safe, and respectful environment for all guests and staff
- Ensure services are delivered through a trauma-informed, harm-reduction, and strengths-based approach
- Support crisis intervention and problem-solving as needed
- Help develop and improve programming that responds to the evolving needs of women experiencing homelessness and vulnerability

Qualifications

- Master's degree preferred in social work, psychology, public administration, human services, or related field (MFT, MSW, MPA, Psychology, etc.)
- Background in social services, homeless services, behavioral health, or related field
- Excellent communication, organizational, and problem-solving skills
- Demonstrated supervisory and team leadership experience
- Strong understanding of trauma-informed care and client-centered service delivery
- Knowledge of HMIS, program compliance, and case management practices preferred
- Experience with database systems, Microsoft Office Suite, Google Workspace, and presentation tools
- Ability to build collaborative relationships with staff, volunteers, community partners, and donors

Application Deadline: Friday, June 19, 2026

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 that very few individuals meet every qualification for any role, and we strongly encourage candidates with lived experience and those who meet many—but not all—of the qualifications to apply.

To apply, please send a 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 (approximately 4 work weeks total annually)
- Paid sick time
- Paid major holidays
- Medical, dental, and vision insurance fully paid by employer
- 403(b) retirement plan with employer match
- Up to \$500 annually for professional development
- Employee Assistance Program (EAP)
- Mileage reimbursement
- Friendly and collaborative work environment

Equal Opportunity Statement

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', and clients' identities and experiences, including age, race, ethnicity, disability, gender identity and expression, sexual orientation, religion, national origin, socio-economic status, neurodiversity, veteran status, and other characteristics that make each individual unique.