Overview
Homeward Bound of Asheville, Inc. is a local nonprofit whose mission is *working with others to end the cycle of homelessness*. Founded as Hospitality House in 1988 to provide basic services, emergency shelter, and transitional housing, the agency shifted its focus to permanent housing in 2006 in response to *Looking Homeward: the 10-Year Plan to End Homelessness in Asheville & Buncombe County* and changed its name to Homeward Bound to reflect its new direction. Today Homeward Bound serves more than 3,000 unduplicated individuals each year through its 5 programs: the A HOPE Day Center; PATH; Room in the Inn; Pathways to Permanent Housing; and HOPE to HOME. Since 2006, Homeward Bound has housed more than 400 people with an 89% retention rate in housing and has become a community leader on implementation of the 10-year plan to end homelessness. For more information, visit [www.hbofa.org](http://www.hbofa.org).

Position
The Assistant Director will report to and work closely with the Executive Director and will be responsible for all aspects of agency operations, including operations and program management, administration, and human resources and will strengthen existing and create new community partnerships in support of Homeward Bound’s mission.

Responsibilities

*Program Management*
- Responsible for all program planning, organizing, operating, and staffing.
- Supervise all program directors, working closely with them to strengthen programming and streamline processes across programs.
- Measure performance and improve quality of services in all agency programs and all facets of agency operations.
- Provide leadership on staff development across programs with a particular focus on clinical skill building.
- Review services on an ongoing basis and develop new programs as needs emerge.
- Identify and implement best practices.
- Create ongoing opportunities for all staff members to provide feedback on program operations.
- Inform the Executive Director (and other staff members and Board of Directors as advisable) of program issues, changes, and accomplishments.

*Operations Management*
- Improve efficiency and effectiveness of all internal operations.
- Enhance agency infrastructure to better support agency programming.
- Manage information technology, including ongoing maintenance and updating of systems, hardware, and software.
- Oversee building maintenance by contracting services and repairs as needed.
**Administration**

- Administer grants, including Department of Housing and Urban Development Continuum of Care and Emergency Solutions Grants; Department of Health and Human Services Substance Abuse and Mental Health Services Administration Grants; and local faith community, private foundation, and corporate grants.
- Serve as the lead on agency use of the Homeless Management Information System (HMIS).
- Implement data collection systems to streamline reporting on outputs and outcomes in all program areas.
- Manage program aspects of the annual budget in conjunction with program directors and the Executive Director.

**Human Resources**

- Manage human resources, including responsibility for hiring/firing, evaluation, employee policies, and legal compliance.
- Administer benefits.

**Community Partnerships**

- Strengthen relationships with other service providers to improve service delivery to clients.
- Serve on community committees and boards as directed by the Executive Director.

**Other**

- Along with the Executive Director and senior staff, provide staff support and guidance to the Board of Directors and serve as staff liaison to relevant subcommittees of the Board.
- Provide programmatic input to the Executive Director in strategic planning.
- Represent the agency at private and public functions as needed.

**Qualifications**

- Passion for Homeward Bound’s mission and ability to articulate its philosophy, values, and practices to internal and external stakeholders.
- Demonstrated interest in the issue of homelessness.
- Bachelor’s degree required; Masters in Public Administration preferred.
- 2 years’ experience administering government grants required.
- 2 years’ management experience required.
- Familiarity with nonprofit policies and procedures.
- Previous clinical social work experience strongly preferred.
- Excellent verbal and written communication skills.
- Team player with superior client skills as well as capacity to engage in critical thinking and analysis of programs and service delivery.
- Ability to adjust to the diverse needs of clients and staff.
- Proficiency in Microsoft Office required.
- Skills should include demonstrated leadership ability, problem solving, data analysis, personnel management, and strong interpersonal skills.

To apply, submit cover letter, resume, and 3 references to Emily Ball at Emily@hbofa.org.