SENIOR DIRECTOR OF FAMILY STABILITY SERVICES

Department: Program
FLSA Status: Exempt
Work Schedule: Monday through Friday, regular business hours, with occasional evening or weekend availability as needed to support organizational needs.
Effective Date: 2/1/2027

Job Status: Full time
Reports To: Chief Executive Officer
Positions Supervised: Youth Program Director, Homelessness Prevention Program Manager, Therapeutic Services Manager, Community Hub Manager
Last Revision Date: 11/9/2026

POSITION SUMMARY:

Launches and leads the Family Stability and Opportunity Hub, Safe Haven Family Shelter's community centered model that brings housing, childcare, workforce support, and family services together under one roof. Works closely with the Senior Director of Crisis Services, and together they lead Safe Haven's program work. Shapes programs that move families from crisis to long term stability and plays a visible role in the capital campaign and community leadership.

ROLES AND RESPONSIBILITIES:

- Leads the design, launch, and daily operation of the Family Stability and Opportunity Hub.
- Develops a phased Hub launch plan with milestones, staffing and readiness requirements, service coordination processes, and measurable success indicators.
- Develops and implements annual program plans and outcome metrics for all Hub programs, maintaining high program quality at all times.
- Serves as program lead for the Childcare and Early Learning Center partnership with St. Mary Villa.
- Owns Safe Haven's economic mobility strategy, including employment support, financial literacy, and career pathways for families.
- Builds pathways that help families sustain housing through income growth and financial stability.
- Leads youth services, including youth programming and teen services.
- Leads prevention and diversion programs that keep families from entering homelessness.
- Oversees mental health and clinical services for families.
- Supervises the Youth Program Director, Homelessness Prevention Program Manager, Clinical Services Manager, and Community Hub Manager, ensuring teams have the skills and training needed to be effective.
- Provides strategic coaching, performance management, and professional development to direct reports, fostering clear accountability and succession planning across Hub teams.
- Develops and oversees implementation of client policies and procedures for Hub programs.
- Allocates and monitors work assigned to staff while providing ongoing feedback and regular appraisal.
- Manages government and private grants for Hub programs, including compliance, reporting, and budgets, and partners with the development team on proposals and funder reporting.
- Develops and monitors assigned program budgets in partnership with Finance, ensuring sound resource allocation and timely identification of financial risks.
- Owns outcomes for all Hub programs, working closely with the Data and Evaluation Director to define, track, and report key performance indicators through the outcomes dashboard.
- Uses data to improve programs and inform decisions.
- Partners with the Senior Director of Crisis Services so families move smoothly between housing and Hub services.
- Establishes shared referral, handoff, decision-making, and escalation protocols with the Senior Director of Crisis Services to support seamless family services.

- Partners with the CEO, COO, and CDO on renovation planning, program space needs, and the capital campaign.
- Participates in donor tours, proposal presentations, and campaign events to share the Hub's impact.
- Builds and deepens partnerships with employers, childcare providers, community organizations, volunteers, and national networks.
- Represents Safe Haven with community partners and coalitions.
- Supports advocacy, storytelling, and community education, sharing family stories and program impact with donors, media, and the public.
- Ensures appropriate family consent, confidentiality safeguards, and trauma-informed practices when sharing stories or information for fundraising, media, and advocacy.
- Implements a trauma informed framework and builds a culture of excellence, accountability, and care across teams.
- Participates in senior leadership strategic planning and organization-wide decisions, including risk management and cross-department coordination.
- Maintains confidentiality when dealing with sensitive client information.
- Adheres to agency policy, procedures, and the professional code of ethics.
- Other duties as assigned.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in social work, human services, public administration, or a related field required; master's degree preferred.
- At least seven years of progressive experience in human services, including at least three years supervising managers.
- Proven experience launching or scaling new programs.
- Strong experience managing government grants and compliance, such as HUD, DHS, or ESG funding.
- Knowledge of workforce development, economic mobility, youth services, clinical services, or homelessness prevention.
- Comfort with community partners, funders, and public speaking.
- Knowledge of community resources and practice with high risk populations in crisis, including working in a Trauma Informed Care environment.

PHYSICAL DEMANDS / WORK ENVIRONMENT

- Work Environment: Office setting.
- Must be able to sit or stand for 8 hours.
- Walking, bending, light lifting up to 25 lbs.
- Must be able to travel to community service providers and families in need.
- Ability to drive agency vehicles including 15 passenger van.

SALARY / BENEFITS

Starting salary, commensurate with experience and education: $83,000–$88,000

Benefits:

- Generous Employer-paid health and dental for individuals
- Additional discounted family coverage available as well
- 18 PTO Days plus 8 sabbatical days annually
- 14 Paid Holidays annually plus 4 floating holidays
- Paid parental/family leave
- 401K Plan (with 5% employer match)
- Employer paid short-term and long-term disability
- Flexible Spending Account options
- Voluntary vision and life insurance