



CITY OF NEW ORLEANS

## DIRECTOR OF HOMELESS SERVICES & STRATEGY STAFF JOB DESCRIPTION

**Employee Name:** [Click here to enter text.](#)  
**Working Title:** Director of Homeless Services & Strategy  
**Civil Service Title and Class Code:** Unclassified  
**Division/Unit:** Mayor's Office  
**Salaried (Exempt) or Hourly (Non-exempt):** Exempt  
**Revised Date:** 8/29/2022

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### **I. Summary of Position**

High-level professional, supervisory, and strategic work to shape the strategy and impact of the City of New Orleans' homelessness policies, and collaboration with other City departments and external private and non-profit partners on coordination of services, programming, and development and progress towards achievable and sustainable goals to address this issue. The Director develops strategies to inform programs, services and technical assistance that improve the ability of city departments and external agencies to make homelessness for target populations brief, rare, and nonrecurring. In this role, the Director will form a team to advance the creation and adoption of strategic insights and solutions. As a senior leader within the Administration, the Director will produce new ideas about improving government performance and assist with initiatives that aim to address issues of homelessness and housing in the city of New Orleans.

### **II. Organizational Relationships**

**Supervisor:** Mayor's Chief of Staff

**Assignments received from:** Mayor; Chief of Staff; CAO

**Interacts with:**

- Public and Private sector organizations and civic leaders
- Philanthropic and fundraising organizations
- Homeless service/strategy leaders in other cities and at the Federal and State level
- Federal and state governmental agencies
- City department heads and high level staff
- Non-profit organization leaders
- Collaborative coalition leaders
- City Council members and staff
- Chief Administrative Office

**Individuals supervised:** members of the Office of Homeless Service & Strategy team, when assembled



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### **III. Duties and Responsibilities**

#### **A. Core Functions (provide at least 3):**

- **Thematic leadership and program area strategy:** Shape the approach of the City of New Orleans to address Homelessness and related Homeless Policy, recommend the strategic direction for long-term sustainability, and oversee the execution of high-value collaborations and high-impact work.
- **Thought leadership:** Create new ideas with the potential to influence practice and work with other departments, agencies, and external private and nonprofit stakeholders to increase uptake. Serve as the City's public voice on homeless issues and strategy.
- **Development:** Collaborate with other department leaders, private and nonprofit stakeholders, and local homeless-serving agencies to lead development efforts for new Homelessness and Housing initiatives.
- **People management:** As a direct manager, the Director will assist any team members improve their technical capabilities, engage in impactful work, and have positive experiences.

#### **B. Additional Responsibilities (if applicable):**

- May be expected to respond to City-declared emergencies.
- Will require non-traditional working hours on occasion.

#### **C. Physical Requirements, if any:**

- Occasionally required to lift 25 pound boxes

### **V. Qualifications and Skills**

#### **A. Minimum Qualifications and Skills Required by Department:**

1. Bachelor's Degree and a minimum of 10 years of professional experience.
2. Five (5) years of experience in directing, planning and/or coordinating homeless services, policy or other related activity where healthcare or social services are provided. At least two (2) years of this experience must have been in a supervisory capacity. A Master's degree may substitute for 2 years of experience.

#### **B. Additional Qualifications & Skills**

Promising candidates for this position will be innovators as much as operators, detail-oriented, strategic thinkers, and have a track record of achieving results. They must be flexible and thrive in a fast-paced, entrepreneurial, and highly interactive environment.



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The strongest candidates will have many of the qualifications below:

- Previous experience working with state or local government, non-profit organizations, or organizations focused on addressing housing challenges.
- Success in previous management, coaching, and development of direct reports and diverse teams.
- Ability to navigate complex organizations, develop trust with senior leaders, and build relationships among diverse groups of stakeholders - including community members, community-based organizations, and advocates.
- Excellent written and verbal communications, including memos, slide decks, and public speaking.
- Strong demonstrated track record of independently structuring work, driving significant project progress, managing multiple work streams, and engaging with clients.
- Experience in stakeholder engagement that has produced insights about the needs of individuals, and experience synthesizing those insights into actionable programmatic or policy changes to better meet their needs.
- Sound analytical skills, with experience generating and using data to drive insights and policies and communicating those insights to others.
- Proven capacity to solve problems and identify key strategic insights that advanced the goals of the organization.

Please submit a cover letter and resume to [Jennifer.avegno@nola.gov](mailto:Jennifer.avegno@nola.gov)