

<b>Job Title</b>	Supportive Services Lead
<b>Employer/ Agency</b>	East Harris County Empowerment Council
<b>Job Description</b>	<p>The Supportive Services Lead plays a pivotal role in making that mission a reality by overseeing community food distribution efforts and homelessness prevention initiatives, ensuring measurable impact in the lives of low- to moderate-income households.</p> <p>This role is about more than just managing programs—it's about leading high-impact initiatives that strengthen food security, promote housing stability, and enhance service delivery through strategic planning, team leadership, and strong community partnerships.</p> <p><b>Team Leadership &amp; Supervision</b></p> <ul style="list-style-type: none"> <li>• Supervise and manage the Supportive Services team, including 2 Community Engagement Navigators and a minimum of 15 food distribution volunteers per event, ensuring seamless service delivery.</li> <li>• Ensure 100% staff readiness by providing ongoing coaching, training, and professional development, equipping all team members to effectively execute food distribution and housing stability programs.</li> <li>• Facilitate weekly team meetings to track and improve program outcomes, address barriers, and ensure full alignment with grant deliverables and organizational goals.</li> </ul> <p><b>Program Management &amp; Oversight</b></p> <ul style="list-style-type: none"> <li>• Lead daily operations of food distribution, case management, resource navigation, homelessness prevention, and housing stability assistance.</li> <li>• Develop and maintain 15 strategic community partnerships annually to expand access to critical food security and housing stability resources annually.</li> <li>• Collaborate with the marketing team to create outreach strategies that increase participation in food distribution and housing stability programs by at least 15% annually.</li> </ul> <p><b>Food Distribution Program Coordination</b></p> <ul style="list-style-type: none"> <li>• Plan, coordinate, and execute four (4) food distributions, ensure 1,200 households receive food assistance annually.</li> <li>• Implement a standardized operating procedure (SOP) for logistics, enhancing efficiency in outreach, volunteer coordination, and reporting.</li> <li>• Ensure 100% compliance with food safety regulations and inventory management, maintaining accurate tracking.</li> <li>• Increase community participation by 15% annually, using targeted outreach and volunteer engagement strategies.</li> </ul> <p><b>Homelessness Prevention &amp; Housing Stability Services</b></p> <ul style="list-style-type: none"> <li>• Provide case management to at least 20 individuals and families annually, developing personalized case management plans.</li> <li>• Conduct at least 20 housing needs assessments, to avoid eviction.</li> <li>• Implement early intervention and financial planning support to decrease eviction risks by 50% among assisted clients.</li> <li>• Build 5 partnerships with landlords, legal aid providers, and housing agencies to increase housing resources for clients.</li> </ul>

	<p><b>Data Management &amp; Reporting</b></p> <ul style="list-style-type: none"> <li>• Monitor and evaluate program outcomes monthly, ensuring compliance with grant requirements.</li> <li>• Maintain 100% accuracy in client records, ensuring funder compliance.</li> <li>• Submit on time reports to funders and leadership to track program impact and service outcomes.</li> <li>• Use data analysis to drive improvements, implementing at least two programmatic enhancements annually.</li> </ul> <p><b>Client Advocacy &amp; Support</b></p> <ul style="list-style-type: none"> <li>• Resolve at least 95% of escalated client concerns within 48 hours, ensuring immediate intervention and resolution.</li> <li>• Develop a community feedback system, collecting and analyzing data from clients to implement one program improvement annually based on direct community input.</li> <li>• Support team members in navigating complex client situations, conducting quarterly training sessions to improve problem-solving and service delivery skills.</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Demonstrated experience in project management, case management, or community services, with a proven track record of achieving measurable outcomes and successfully managing teams in a human services or nonprofit setting.</li> <li>• Background in coordinating food assistance programs, community resource distributions, state benefit programs (SNAP, Medicaid) and resource navigation services.</li> <li>• Strong leadership and team-building skills—able to motivate, train, and develop staff.</li> <li>• Excellent organizational and problem-solving abilities to manage multiple projects and meet deadlines.</li> <li>• Proficiency in data entry systems and Google Suite applications for accurate reporting.</li> <li>• Commitment to equity and serving diverse communities with compassion and cultural responsiveness.</li> <li>• Valid Texas driver's license and reliable transportation for community-based work.</li> <li>• Flexibility to work evenings and weekends as needed for community engagement and outreach.</li> </ul>
<b>Salary/Hours</b>	Full-Time \$55.0-65.0k (Annually)
<b>Address</b>	11821 East Freeway, Suite 500,
<b>City, State, Zip</b>	Houston, TX
<b>Application Method</b>	<p><b>Apply Here:</b></p> <p><a href="https://j.brt.mv/PortalViewRequirement.do?reqGK=27751883">https://j.brt.mv/PortalViewRequirement.do?reqGK=27751883</a></p>

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<b>Opening Date</b>	Immediately
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