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| Job Title: | Close to Home Director of System Performance |
| Department/Group: | System Advancement |
| Reports to: | Senior Director of System Advancement |
| Annual Salary: | Starting at \$72,000 |

Position Summary:

The Director of System Performance has a critical leadership role in shaping the success and impact of the community’s Homelessness Response System and Homelink, the local Coordinated Entry System. By leveraging data and insights, this Director contributes to the overall mission of Close to Home, the Continuum of Care (CoC) Collaborative Applicant and Coordinated Entry lead agency, in effectively addressing homelessness and improving the lives of vulnerable populations within the community. The Director oversees data management, analysis, and performance evaluation at the program and system level to ensure an effective Homeless Response System in San Antonio and Bexar County.

This is a highly collaborative role, working closely with teams across the organization and our external partners, including HUD-funded CoC grantees, funders, government agencies, and nonprofit organizations to ensure data-driven assessment of system needs, decision-making, continuous improvement, and quality service delivery.

This job might be for you if you are:

- Someone who thrives in a mission-driven, collaborative, transparent, flexible, and inclusive environment.
- Someone passionate about system change and/or ending homelessness with the assistance of data-informed decisions.
- A critical thinker who can structure and analyze various data and system frameworks.
- A team-oriented person with an enthusiasm for learning.
- Someone who enjoys leading collaborative and innovative problem-solving efforts.
- A strong relationship manager who can maneuver successfully in a fast-paced environment with competing priorities.

Essential Duties and Responsibilities:

- Plan, design, and conduct sophisticated analyses of homeless response system data to understand performance, measure outcomes, and advance best practices.
- Facilitate conversations about data-informed needs, gaps, and barriers to improve program performance and educate funders.
- Develop subject matter expertise in HUD priorities and regulations by participating in national training and information sharing to ensure local alignment with national goals and objectives for addressing homelessness.

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- Assist with developing, monitoring, and implementing the local Homeless Management Information System's (HMIS) Strategic Plan and priorities.
- Monitor Federal Reporting deadlines in coordination with HMIS to ensure timely and accurate submission of federal reports.
- Measure and track outcomes over time and utilize them to assist with community needs and identify training needs for homeless service providers.
- Ensure Annual Homelessness Point-in-Time Count data collection and methodologies are aligned with HUD and local guidance. Execute data collection processes.
- Develop and maintain reporting procedures and tools for national and local performance analysis.
- In coordination with the CTH team and HMIS staff, utilize statistical methods and data analysis techniques to extract insights from complex datasets. Present findings to leadership, governance, and other community stakeholders clearly and promptly.
- Assist with data collection and performance narratives for the annual CoC Program Notice of Funding Opportunity (NOFO) Consolidated Application. Conduct annual gaps analysis to identify priorities.
- Work closely with community partners, CoC members, and funding agencies to foster collaborative relationships and share insights that drive collective impact.
- Provide staff and partners with training and support on data collection methodologies, reporting tools, and best practices in data-driven decision-making.
- Oversee the collaboration with HUD-funded projects to support their successful grant cycles, identify areas for improvement based on data analysis, and implement actionable performance improvement plans. Support the implementation of evidence-based strategies to enhance project effectiveness.
- Lead a team in understanding data, reporting, performance, outcomes, compliance, and funding decisions.
- Other duties as assigned by the Senior Director of System Advancement.

Education and Experience:

- **Bachelor's degree** in social sciences, statistics, human services, public administration, or relevant field required. Lived expertise in homelessness or housing insecurity may be substituted for educational requirements with demonstrated experience in the field and skill set. A Master's degree or intent to pursue in related field is preferred.
- **Three (3) – Five (5) Years** in continuous quality improvement, human service administration, outcome measurement, program monitoring and evaluation, and/or applied statistics preferred.
- Supervisory experience is strongly preferred.

Knowledge, Skills, and Abilities:

- Team management and development skills
- Willingness to develop subject matter expertise in data elements of HUD (U.S. Department

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of Housing and Urban Development). HUD is critical in funding and overseeing homeless assistance programs across the United States. It requires CoCs to collect and report specific data to assess the effectiveness of programs

- Proficiency with the standard Microsoft Office Suite, with intermediate skills in Outlook, Word, PowerPoint, and Excel, is required
- Advanced project and time management skills.
- Experience with federal grants, Continuum of Care (CoC) policies and practices, or systems change is highly desirable
- Proficiency with Zoom or other virtual meeting platforms
- Effective professional communication techniques with a variety of audiences
- Knowledge of system-level strategies vs. individual-level services is highly desirable.
- Competency in problem-solving and critical/strategic thinking
- Prioritizes and plans personal work activities along with organizational activities. Ability to manage multiple deadlines at once
- Uses time efficiently, plans for additional resources, and develops realistic action plans
- Develops and maintains harmonious relationships with teammates, stakeholders, and partner organizations
- Knowledge of our local homeless response system or HUD Housing programs is preferred

Position Details:

The Director of System Performance is a regular, full-time, exempt, benefits-eligible position. The annual salary starts at \$72,000, with a preferred start date of March 17, 2025. Close to Home staff can work remotely, but regular in-person meetings are required. The first month of employment is generally office-based to assist with onboarding. Close to Home's main office is located at 4400 E. Piedras, Suite 129, San Antonio, TX 78228.

Current Full-Time Employee Benefits

- **Medical, Dental, and Vision Insurance:** Close to Home offers competitive health care coverage, including a \$650 monthly employer contribution toward medical, dental, or vision premiums, as well as a \$300 monthly employer contribution toward dependent coverage. Eligibility begins on the first of the month following the date of hire.
- **Disability and Life Insurance:** CTH provides voluntary short-term disability insurance and employer-sponsored life insurance of \$20,000, with additional insurance coverage available as employee-paid options.
- **403(b) Retirement Plan:** CTH provides Team Members with a 403(b) Retirement Plan and an employer contribution match.
- **Paid Holidays:** CTH currently provides Team Members with 15 paid holidays each year, including a floating holiday during your birthday month!
- **Paid Time Off (PTO):** Full-time employees immediately accrue PTO upon hire. Accrual rates

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increase with years of service, and up to 160 hours can be rolled over yearly.

- **Personal and Family Leave:** CTH allows up to 12 weeks of personal or family leave in a rolling 12-month period, including four weeks of paid leave after one year of employment.
- **Flexibility:** CTH allows employees to work in-office or from home daily. However, in-person meetings and on-site presentations are required. General CTH Office Hours of Operation are Monday through Friday, starting from 7:00 a.m. to 9:00 a.m., depending on employee availability and preference.

Vehicle/Licenses:

Must have daily use of a vehicle without prior notice. Must maintain current registration and automobile liability insurance in compliance with Texas Law that allows personal vehicle use for work purposes. Mileage reimbursement is provided.

Physical Requirements:

Physical requirements include occasional lifting/carrying of 10 pounds, maneuvering in public spaces, visual acuity, speech and hearing, hand and eye coordination, and manual dexterity necessary to operate a computer keyboard and essential office equipment. Subject to sitting, standing, reaching, walking, twisting, and kneeling to perform the essential functions. Working conditions are primarily inside an office environment or field environment.

THE EXECUTIVE DIRECTOR MUST APPROVE EXCEPTIONS TO THESE CRITERIA

Disclaimer: Nothing in the job description restricts management's right to assign or reassign duties and responsibilities to this job at any time, for any reason.

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| Employee Signature: | | Date: | |
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Close to Home San Antonio (CTH) is an equal opportunity employer and affords equal opportunity to all applicants for all positions regardless of race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

About CTH: *Close to Home San Antonio (CTH) exists to ensure everyone has a place to call home in San Antonio and Bexar County. As the region's Continuum of Care (CoC) lead agency, CTH secures and distributes funding for direct service providers in the housing and homeless community and provides guidance to improve policies and programs. We accomplish our mission by strengthening our coordinated system of care, promoting sustainable strategies, focusing on measurable impact, and advocating for people experiencing homelessness. For more information, visit CTHomeless.org.*

Our Values:

*We are **Empowering Partners**. We see the potential in people, lead with trust, embrace differences, and elevate strengths.*

*We are **Relentless Learners**. We strive to be subject matter experts and recognize setbacks as*

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opportunities for growth.

*We are **Resourceful Problem Solvers**. We embrace optimism, innovation, and excellence as we face adversity and tackle problems.*

*We are **Systems Leaders**. We cultivate collaboration and nurture the health of the whole.*

*We are **All In**. We go "all in" to end homelessness while supporting each other and our community.*