

## **Director of Housing Services**

Franklin Housing Authority, Franklin TN - Franklin, TN  
\$90,000 - \$120,000 a year – Full Time

### **Job Overview**

The Director of Housing Services provides strategic leadership and operational oversight for the agency's Social Services and Housing Choice Voucher (HCV) departments. This role ensures high-quality service delivery, regulatory compliance, and effective program performance across all housing and supportive service initiatives. The Director is a key member of the leadership team, responsible for aligning departmental goals with the agency's mission to expand housing stability, promote self-sufficiency, and strengthen community partnerships.

### **Responsibilities**

#### **Leadership & Management**

- Provide direct supervision, coaching, and performance management for Social Services and HCV staff.
- Foster a collaborative, accountable, and mission-driven work culture.
- Develop departmental goals, policies, and procedures that support organizational priorities.

#### **Program Oversight**

- Oversee daily operations of the HCV program, ensuring compliance with HUD regulations, agency policies, and audit requirements.
- Guide the Social Services team in delivering high-impact programs including case management, supportive services, resident engagement, and self-sufficiency initiatives.
- Monitor program performance metrics, identify trends, and implement improvements to enhance efficiency and outcomes.
- Ensure accurate and timely reporting for internal use, board updates, and external funders.

#### **Compliance & Quality Assurance**

- Maintain expert knowledge of HUD regulations, fair housing laws, and other applicable federal, state, and local requirements.
- Ensure all program documentation, files, and data systems meet compliance standards.

#### **Strategic Planning & Innovation**

- Identify opportunities for program expansion, funding, and partnerships that enhance client outcomes.
- Lead initiatives to improve service integration between Social Services, HCV and other departments.

#### **Community & Stakeholder Engagement**

- Represent the agency in community meetings, collaborative networks, and partnerships with service providers, landlords, and government entities.
- Strengthen relationships with external stakeholders to support housing access and client success.
- Serve as a subject-matter expert on housing services and supportive programs.

#### **Qualifications**

- Bachelor's degree in social work, public administration, housing management, or related field required; Master's degree preferred.
  - Minimum 5–7 years of progressive leadership experience in housing programs, social services, or related fields.
  - Strong knowledge of HUD regulations and HCV program administration.
  - Demonstrated experience managing teams, budgets, and complex programs.
  - Excellent communication, problem-solving, and organizational skills.
  - Commitment to equity, client-centered service, and community impact.
- Pay: \$90,000.00 - \$120,000.00 per year

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Employee assistance program
- Health insurance
- Health savings account
- Paid time off
- Retirement plan
- Vision insurance

Work Location: In person

Interested applicants should email resume to Susan Minor at [sminor@franklinhousingauthority.com](mailto:sminor@franklinhousingauthority.com).