

Job Title	Supportive Services Lead
Employer/ Agency	East Harris County Empowerment Council
Job Description	<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>Team Leadership & Supervision</p> <ul style="list-style-type: none"> • 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. • 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. • Facilitate weekly team meetings to track and improve program outcomes, address barriers, and ensure full alignment with grant deliverables and organizational goals. <p>Program Management & Oversight</p> <ul style="list-style-type: none"> • Lead daily operations of food distribution, case management, resource navigation, homelessness prevention, and housing stability assistance. • Develop and maintain 15 strategic community partnerships annually to expand access to critical food security and housing stability resources annually. • Collaborate with the marketing team to create outreach strategies that increase participation in food distribution and housing stability programs by at least 15% annually. <p>Food Distribution Program Coordination</p> <ul style="list-style-type: none"> • Plan, coordinate, and execute four (4) food distributions, ensure 1,200 households receive food assistance annually. • Implement a standardized operating procedure (SOP) for logistics, enhancing efficiency in outreach, volunteer coordination, and reporting. • Ensure 100% compliance with food safety regulations and inventory management, maintaining accurate tracking. • Increase community participation by 15% annually, using targeted outreach and volunteer engagement strategies. <p>Homelessness Prevention & Housing Stability Services</p> <ul style="list-style-type: none"> • Provide case management to at least 20 individuals and families annually, developing personalized case management plans. • Conduct at least 20 housing needs assessments, to avoid eviction. • Implement early intervention and financial planning support to decrease eviction risks by 50% among assisted clients. • Build 5 partnerships with landlords, legal aid providers, and housing agencies to increase housing resources for clients.

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



Opening Date	Immediately
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