



## Job Description

**JOB TITLE:** Director of Transitional Support Services

**DEPT:** Transitional Support Services

**REPORTS TO:** Executive Director

**TYPE OF POSITION:** Full-Time, Exempt

**APPROVED BY:**

**Date:** 3/24/26

**Executive Director**

### **SUPERCEDES JOB TITLE AND DESCRIPTION DATED:**

#### **Position Summary**

Under the general supervision of the Executive Director and in keeping with the mission, values, and strategic priorities of Hale Opio Kauai, the Director of Transitional Support Services provides leadership, oversight, and continuous quality improvement for transitional support programs serving youth, foster youth, and young adults. This position is responsible for guiding program implementation, staff supervision, documentation, outcomes, community collaboration, and contract compliance for ESH Shelter Homes, IHI Foster Youth Supports, and Ho'omalalama Housing Pathways. The Director ensures services are trauma-informed, youth-centered, culturally responsive, housing and permanency focused, and aligned with organizational standards, accreditation expectations, licensing requirements, and funder expectations.

#### **Qualifications and Requirements**

- Knowledge of shelter operations, foster youth and child welfare supports, transitional-aged youth services, housing navigation, case management, and community-based support services.
- Knowledge of trauma-informed care, positive youth development, family engagement, crisis response, behavioral health needs, and cross-system coordination involving child welfare, judiciary, education, and housing resources.
- Strong leadership, program development, supervision, communication, facilitation, documentation, and relationship-building skills.
- Strong technology proficiency, including word processing, spreadsheets, data tracking, virtual communication platforms, and electronic record systems.
- Bachelor's degree in human services, social work, psychology, public administration, education, or a related field required; master's degree preferred.

- At least three years of progressively responsible experience in program oversight, staff supervision, and youth or family-serving programs. Experience with licensing, contract management, reporting, and proposal development preferred.
- Demonstrated ability to work effectively with diverse youth, families, staff, community partners, and funders while maintaining professionalism, sound judgment, confidentiality, and accountability.

### **Essential Job Functions**

- Provide overall leadership, supervision, and performance management for assigned programs and staff within the Transitional Support Services Department.
- Oversee ESH Shelter Homes to ensure safe, supportive, and well-coordinated residential services, staffing coverage, documentation, youth care planning, and compliance with all applicable licensing, contractual, and organizational requirements.
- Oversee IHI Foster Youth Supports to strengthen service coordination, youth engagement, permanency supports, life skills development, and collaboration with child welfare and community partners.
- Oversee Ho`omalalama Housing Pathways to support housing navigation, case management, youth stabilization, community outreach, and transitional housing pathways for young adults.
- Develop, implement, monitor, and improve program systems, workflows, safety practices, and quality management processes to strengthen consistency, responsiveness, and outcomes across the department.
- Review program performance data, service trends, incident reports, and outcome measures; identify needs, barriers, and opportunities for improvement and innovation.
- Ensure accurate and timely documentation, case records, reports, invoices, and other required deliverables in accordance with contracts, grants, policies, procedures, and regulatory expectations.
- Assist in program planning, budgeting, grant development, and contract implementation in partnership with the Executive Director, Controller, and other organizational leaders.
- Support recruitment, onboarding, coaching, training, scheduling, and evaluation of personnel; address performance issues in coordination with organizational leadership and HR processes.
- Represent Hale Opio Kauai and its programs in meetings, coalitions, community events, and partner collaborations, building productive relationships that advance the organization's mission and service network.
- Promote a positive team culture grounded in accountability, communication, respect, cultural humility, trauma-informed practice, and youth-centered service delivery.
- Ensure adherence to Hale Opio Kauai's Code of Ethics, personnel policies, safety expectations, and all applicable laws, regulations, accreditation, or licensing standards.
- Provide direct service support, program coverage, observation, field participation, or crisis response support as needed to ensure continuity and responsiveness of services.
- Perform other related duties assigned by the Executive Director.

**Working Conditions**

- Work is performed in an air-conditioned office environment, residential program settings, community-based locations, and field-based settings, with occasional outdoor activity and interisland travel as needed.
- Normal business hours are generally Monday through Friday; flexibility is required to accommodate occasional evenings, weekends, on-call coordination, community meetings, training, and program needs.
- Equipment used includes a computer, standard office equipment, cell phone, and passenger vehicle or other transportation needed to attend meetings, program sites, and community activities.

**Physical and Mental Demands**

- Regularly requires sitting, standing, walking, speaking, listening, reading, writing, computer use, analysis, attention to detail, and the ability to manage multiple priorities.
- Requires sound judgment, adaptability, organization, emotional regulation, and the ability to work cooperatively across organizational boundaries to achieve shared goals.
- Occasionally requires lifting, bending, reaching, carrying materials, navigating stairs, and traveling to residential homes, community locations, or partner sites.

**Other Requirements**

- Must have access to reliable transportation. If driving for work purposes, must possess a valid driver's license, maintain a safe and responsible driving record, and maintain required automobile insurance coverage.
- Must successfully complete all required background checks, clearances, training, and onboarding requirements established by Hale Opio Kauai and applicable funders, regulators, or licensing bodies.
- Must demonstrate sensitivity to the cultural, language, educational, and socioeconomic diversity of youth, families, colleagues, and community members.

**Acknowledgment**

This job description is intended to describe the general nature and level of work performed by an employee in this position. It is not intended to be an exhaustive list of all duties, responsibilities, or qualifications. Hale Opio Kauai reserves the right to revise or assign additional duties as needed to meet organizational and programmatic needs.

This job description is intended to indicate the kind of tasks and levels of work difficulty that will be required of the position given the title *Director of Transitional Support Services* and shall not be construed as declaring all the specific duties and responsibilities. It is not intended to limit or in any way modify the right of the supervisor to assign, direct, and/or control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

Employee’s Acknowledgement \_\_\_\_\_ Date \_\_\_\_\_