



The Kitchen, Inc.

Job Title: Director of Compliance and Programs	Department: Administration	Supervisor: Chief Executive Officer
Supervisory Responsibility: Yes, 5 or more	FLSA Status: Exempt	Pay Rate: Commensurate with experience

Our Mission:

We bring stability and purpose to people who are homeless using our Values of Respect, Dignity, Quality, Service, and Compassion.

Summary:

This pivotal role is responsible for ensuring program excellence, regulatory compliance, and measurable impact across all participant services at The Kitchen, Inc. It provides strategic oversight of program operations, federal and state grant compliance, accreditation requirements, and performance outcomes. The Director works collaboratively with the CEO and leadership team to ensure all programs align with TKI's mission, strategic priorities, and funding requirements while maintaining the highest standards of accountability, service quality, and participant outcomes. The position plays a critical role in safeguarding the organization's regulatory standing, strengthening program effectiveness, and advancing TKI's leadership within the regional Continuum of Care.

Supervisory Responsibility:

Directly supervises Program Coordinators and other program leadership staff. Provides coaching, performance management, and leadership development while ensuring staff adhere to organizational policies, regulatory requirements, and program performance standards. This role promotes a culture of accountability, continuous improvement, and mission-driven service across all participant-facing programs.

Major Areas of Responsibility:

- **Strategic Program Leadership:** Provide executive-level leadership and oversight of all participant programs to ensure effective service delivery, regulatory compliance, and alignment with TKI's mission and strategic priorities.
- **Compliance and Regulatory Oversight:** Ensure full compliance with all federal, state, and local regulations governing TKI programs, including HUD, Continuum of Care (CoC), and other public and private funding sources.
- **Accreditation Management:** Serve as the organizational lead for Council on Accreditation (COA) standards and accreditation processes, ensuring ongoing readiness, documentation, and compliance with accreditation requirements.
- **Grant Compliance and Financial Accountability:** Oversee the full lifecycle of program grants, including preparation support, submission coordination, compliance monitoring, reporting, budget alignment, and audit readiness.
- **Program Performance and Outcomes:** Develop and oversee program performance measurement systems that evaluate participant outcomes, service effectiveness, and organizational impact.
- **Organizational Collaboration:** Work collaboratively with executive leadership and departmental directors to strengthen cross-department coordination, support strategic initiatives, and ensure program operations support the organization's long-term goals.

Specific Job Responsibilities:

- Collaborate with the CEO and executive leadership team to provide strategic direction and oversight for all participant programs.
- Serve as the primary point of contact for regulatory agencies, accreditation bodies, and funding entities related to program compliance and oversight.
- Oversee compliance with federal funding requirements including HUD Continuum of Care regulations and other applicable federal and state program standards.



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- Lead organizational preparation for accreditation reviews, grant monitoring visits, and regulatory audits, ensuring timely and accurate documentation and responses.
- Oversee the full grant lifecycle including preparation, submission coordination, compliance monitoring, reporting, budgeting alignment, and audit readiness.
- Establish and maintain internal compliance monitoring systems to ensure ongoing readiness for accreditation, regulatory reviews, and grant audits.
- Provide leadership and supervision to Program Coordinators to ensure consistent program implementation, service quality, and regulatory compliance.
- Monitor program budgets and expenditures in collaboration with accounting to ensure proper use of funds and adherence to grant requirements.
- Develop and implement policies and procedures necessary to maintain compliance with federal, state, and grant regulations.
- Oversee HMIS data integrity and reporting standards to ensure accurate data collection, regulatory reporting, and program evaluation.
- Develop program performance metrics and outcome reporting systems for internal leadership and Board of Trustees reporting.
- Conduct internal compliance reviews and quality assurance audits to identify risks, strengthen accountability, and improve program effectiveness.
- Monitor Critical Incident Reports to identify trends and implement corrective or preventive measures.
- Facilitate Performance Quality Improvement processes and support internal committees focused on program excellence.
- Represent The Kitchen in community collaborations including the Continuum of Care and other regional partnerships addressing homelessness.
- Promote cross-department collaboration to strengthen alignment between programs, compliance, development, finance, and operations.
- Perform other duties as assigned to support the strategic mission and operational needs of the organization.

Competencies:

- Strategic Leadership-Ability to align program operations with organizational strategy, funding requirements, and long-term impact goals.
- Regulatory Expertise-Strong understanding of HUD regulations, grant compliance, accreditation standards, and nonprofit regulatory frameworks.
- Organizational Collaboration-Demonstrates the ability to lead across departments, build partnerships, and support coordinated decision-making.
- Analytical and Outcome Focused-Uses data, performance metrics, and evaluation systems to strengthen program impact and accountability.
- Communication-Communicates complex regulatory and program information clearly with leadership, staff, Board members, and external stakeholders.
- Problem Solving-Identifies organizational risks and develops proactive solutions that maintain compliance and strengthen program performance.
- Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Job Requirements:

- Must pass background check and pre-employment drug screen.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability



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to effectively present information and respond to questions from groups of managers, clients, customers, and the public.

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- To perform this job successfully, an individual should have knowledge of Database software, Spreadsheet software and Word Processing software.

Education and Experience:

- Bachelor's degree from four-year college or university required.
- Minimum of five years of leadership experience in nonprofit program management, regulatory compliance, or grant-funded program oversight.
- Experience with federal funding regulations (including HUD Continuum of Care programs), accreditation standards, and nonprofit compliance systems strongly preferred.
- Experience supervising staff and managing complex program operations required.

Physical Demands:

While performing the responsibilities of the job, the employee is required to talk and hear. The employee is often required to sit and use their hands and fingers, to handle or feel. The employee is often required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel or carry items. Vision abilities required by this job include close vision.

Signature

Print Name

Date