

## Director of Field Strategies

### Meet Clutch:

Clutch Consulting Group steps up to build systems that solve big, complex social problems, take decisive action, meet the moment, and create real impact on homelessness. With client communities across the country, we lead from the field to meet the evolving landscape of homelessness and overcome seemingly intractable challenges. Our team of strategy, operations, and implementation experts has transformed systems in more than a dozen cities across the US, resulting in marked reductions in homelessness.

### We Are:

- **Systems Thinkers and Pragmatic Leaders:** We bring operational clarity and strategic discipline to every engagement, balancing planning with decisive action.
- **Catalysts for Transformation:** We help communities redesign and operate homelessness response systems that deliver measurable, lasting results.
- **Action-Driven Strategists:** We don't just advise—we help implement. We coach, coordinate, problem-solve, and refine in real time.
- **Partners in Progress:** We stand beside our client partners, supporting transformation shoulder-to-shoulder with local leaders and front-line staff.

### About the Director of Field Strategies:

The Director of Field Strategies is a senior implementation leader responsible for helping communities translate ambitious homelessness response strategies into disciplined, effective field operations.

Working as a peer to the Director of System Transformation, this role leads the design, launch, management, and refinement of complex implementation efforts across shelters, outreach systems, encampment response initiatives, housing operations, and other community-based interventions. The Director of Field Strategies provides senior client leadership, directs implementation teams, establishes operational structures, and ensures that strategies produce measurable results on the ground.

This role is suited for a leader who can move fluidly between executive conversations and frontline operations, bring order to complex environments, and hold multiple partners accountable for coordinated execution.

If you can create order in fast-paced complex environments, lead diverse teams through ambiguity, and drive disciplined execution without losing sight of the larger system objective, this role is for you.

## **You Will:**

### **Lead Complex Implementation Engagements**

- Partner with local leaders to develop implementation strategies and delivery plans for multiple client engagements, translating system-level goals into sequenced workstreams, clear accountabilities, milestones, and operating routines.
- Co-lead launches and implementation phases involving rapid resolution, shelter flow, encampment resolution, direct-to-housing operations, housing stabilization, unit acquisition, and public space restoration.
- Assess implementation readiness with local leaders, identify critical dependencies and risks, and coach teams to establish the conditions required for successful execution.
- Provide senior consulting support in complex or stalled environments, helping local leaders diagnose barriers, reset expectations, and restore momentum toward measurable outcomes; when needed, serve as temporary augmented capacity to stabilize the work.

### **Build and Direct Implementation Infrastructure**

- Guide communities in designing implementation structures, including incident command models, project management systems, decision protocols, meeting cadences, escalation pathways, and performance routines.
- Co-develop operating plans that align staffing, funding, partner responsibilities, service capacity, housing resources, and field operations.
- Build practical workflows, tools, playbooks, dashboards, and management processes with local teams, while coaching them to use and sustain these tools independently.
- Advise teams on adapting implementation approaches to local conditions while maintaining fidelity to the core strategy and intended outcomes.

### **Drive Performance and Accountability**

- Help local leaders establish clear performance targets and use real-time data to assess progress, identify bottlenecks, and determine corrective action.
- Facilitate or co-facilitate structured performance reviews with local executives, project leads, and implementation teams, keeping attention focused on outcomes rather than activity alone.
- Analyze operational and system-level data with local teams to determine whether interventions are producing sufficient speed, volume, quality, and impact.
- Coach leaders to make timely adjustments to staffing, workflows, resource allocation, partner roles, or implementation sequencing when performance is off track.

### **Coach Leaders and Strengthen Local Capacity**

- Coach local implementation leads, department heads, provider executives, project managers, and field supervisors to lead with greater clarity, discipline, and accountability.

- Help leaders navigate competing priorities, political constraints, conflict, and ambiguity while maintaining focus on the shared implementation objective.
- Build the management capability of local teams so that strong operating practices continue after Clutch engagement ends.
- Facilitate executive, operational, and cross-sector tables that support timely decisions, coordinated action, and shared ownership of results.

## **Lead Cross-Sector Field Operations**

- Coach and coordinate diverse partners - including city and county departments, outreach providers, shelters, public health, behavioral health, law enforcement, housing authorities, landlords, business districts, philanthropy, and community organizations - around shared operating plans.
- Co-lead high-priority activations, implementation launches, encampment closures, shelter transitions, and other time-sensitive efforts, providing on-site guidance and augmented leadership capacity when appropriate.
- Help local leaders ensure that field execution is organized, humane, safe, and connected to viable housing and service pathways.
- Anticipate operational challenges and help teams resolve issues quickly through sound judgment, relationship management, coaching, and direct intervention when necessary.

## **Direct Project Teams and Deliverables**

- Lead or co-lead project teams, including peers, consultants, analysts, and specialized subcontractors.
- Set clear direction and quality standards, delegate work effectively, and coach team members to deliver strong client support.
- Guide the development and quality review of implementation plans, client communications, facilitation materials, performance analyses, workflows, presentations, and other client deliverables.
- Manage project scope, timelines, budget assumptions, staffing plans, and delivery risks in partnership with Clutch leadership and client counterparts.

## **Support Clutch Growth and Practice Development**

- Contribute to project scoping, proposal development, client cultivation, and business development activities.
- Help refine Clutch implementation methods, tools, training content, and intellectual property based on lessons from the field.
- Support recruitment, onboarding, coaching, and professional development of implementation-focused team members.
- Maintain operational excellence through timely time tracking, expense reporting, project documentation, and compliance with internal procedures.

## You'll Have:

- 5+ years in homelessness response, housing, human services, public sector operations, emergency response, or a related field.
- Demonstrated project management experience leading complex, multi-partner initiatives.
- Experience implementing unsheltered response, outreach coordination, shelter operations, encampment resolution, or similar field operations.
- Strong facilitation skills and comfort leading diverse partners.
- Ability to analyze performance, diagnose operational issues, and refine processes in real time.
- A pragmatic, action-oriented approach and willingness to work through ambiguity.
- Ability to maintain discretion, situational awareness, and sound judgment under pressure.
- Strong oral and written communication skills.

## Your Areas of Knowledge and Expertise:

**Practical Problem-Solving:** You quickly identify operational barriers and move teams toward solutions.

**Systems Awareness:** You understand how policies, workflows, staffing models, and cross-sector dynamics shape unsheltered response performance.

**Implementation Excellence:** You know how to take a strategic concept and turn it into reliable practice on the ground.

**Collaborative Leadership:** You build trust, navigate conflict, and keep partners aligned toward shared goals.

**Performance Orientation:** You use data to guide decisions, measure success, and drive continuous improvement.

**Adaptability & Resilience:** You remain calm and effective in complex, politically sensitive, or fast-changing environments.

## Work Environment:

- Travel up to 70% (2-3 trips per month)
- Remote work

## We Offer:

- Competitive Salary
- 100% Paid Health Benefits
- Flexible Paid Time Off
- Remote Work



## **To Apply**

Submit application materials at [www.clutchconsultinggroup.com/director-of-field-strategies](http://www.clutchconsultinggroup.com/director-of-field-strategies)