

Housing Programs Manager

Department: Housing Programs

Reports to: Director of Housing Programs

Employment Status Classification: Full time, Salary

Job Description Summary:

The Housing Programs Manager is responsible for overseeing the day-to-day operations of CHN's HUD-funded Permanent Supportive Housing programs. This position requires the ability to form collaborative relationships with staff, landlords, mental health providers and other stakeholders. This position also requires thorough knowledge of HUD/CoC/program/agency policies, procedures, rules and regulations and the ability to make decisions independently using this knowledge and experience.

Essential Functions:

- Provide direct supervision and support, as needed, to the Supportive Services Supervisor (SSS), Intake Specialist (IS), Leasing Specialist (LS) and Recertification Specialist (RS).
 - Approve staff timecards and Expense Reports by deadlines set by the Operations Manager;
 - Complete Annual and Mid-Year Performance Evaluations by deadlines set by the Operations Manager;
 - Respond to staff requests for time-off;
 - "Own" the weekly departmental team meeting;
 - Address performance/disciplinary issues with staff, as needed;
 - Aid staff in addressing/resolving issues, as needed.
- In collaboration with the SSS, ensure that staff are following all Workflows and Job Aids associated with their roles.
- Review PPP intake application packets within 24 business hours of submission.
- Help to ensure that all approved PPPs are leased swiftly.
 - For PPPs that take more than 30 days to lease, ensure that the reason(s) for delayed lease signing are recorded for outcomes purposes.
- Track upcoming and actual vacancies; work with the IS and LS to quickly lease vacant slots.
- Monitor the Annual Recertification process for all participants; ensure that all recertifications are completed by the lease end date (or within 1 year of the previous RSA effective date).
- Oversee the move process for all participants; ensure that all "required" moves occur by the target date determined by departmental procedures.
- Monitor and report on changes to the Fair Market Rate and Utility Allowance amounts annually.
- Review and approve the Rent Report by deadline each month.
- Mail monthly rent invoices to participants; address any delinquent accounts.
- Audit files following lease signings, recertifications and moves.

Created: June 2018

Last revised: June 2018

- Review and approve/deny participant requests to add or remove household members.
- Receive and review termination requests; approve/deny requests according to program guidelines and provide information to President for appeal hearings.
- Track participants who are in the process of receiving a voucher for housing subsidy (Homeless Preference; Moving Up; etc.) and coordinate with the HRC staff/MSHDA Agents, as needed.
- Attend/represent CHN at meetings, conferences, events, as needed.
- Foster collaborative relationships with stakeholders to include program participants, their natural supports, service providers and landlords.
 - Receive and respond in a timely and appropriate manner to communications from these sources; delegate appropriately and collaborate with team members to resolve any reported/identified issues.
- Manage the exit process for participants.
- Assist in defining and determining department-required training criteria; help to ensure that all staff receive appropriate training(s).
- Assist in the establishment and revision of departmental policies and procedures, as needed.
- Maintain participant records; document all participant case updates within 24 hours.
- Other duties as assigned

Qualifications/Requirements:

- Must have at least a Bachelor's Degree in Social Work, Human Services or a similar field.
- Must have at least 2 years experience working with consumers of mental health services.
- Must have at least 2 years of supervisory experience.
- Experience working with people who are homeless is preferred.
- Knowledge of Housing Quality Standards is preferred.
- Must be computer proficient.
- Must have the ability to travel to off-site locations with appropriate auto insurance in place.
- Must be willing to conduct work in the community, including in the homes of program participants.
- Must have the ability to be a personal representative of CHN's Core Values: Inclusion, Integrity, Innovation, and Passion.
- Must complete regular trainings required by CHN/funders including, but not limited to: Recipient Rights, CPR/First Aid, Cultural Competence, Fair Housing, ESL, and HMIS Privacy.

Physical Demands:

This position is both sedentary and active. When active, the person in this role may need to bend, lift/carry items weighing less than 20 pounds, and walk up/down stairs.

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To apply for this position OPEN HERE:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=3aa7a5be-ba3e-4943-9815-6be640408aaa&jobId=132359&lang=en_US&source=CC2&ccId=19000101_000001