

Job Title: Housing Programs Manager

FLSA: Exempt

Department: Programs/Permanent Supportive Housing

EEO Job Classification: Professional/Managers

Reports to: Program Director

Last Revised: March 10, 2016

Position Summary:

The primary duty of the Housing Programs Manager is to supervise the overall operations of Front Steps' housing programs, overseeing 54 units of Permanent Supportive Housing (PSH), specifically ensuring program and grant integrity, staff competency, client safety and development, fiduciary accountability, implementation of best practices, and participation in community efforts to improve and increase appropriate housing for Front Steps' target populations.

The Housing Program Manager is also responsible for developing and maintaining programs to support residents of Front Steps' PSH programs in their attempts to establish/maintain permanent housing and achieve their maximum level of self-determination and self-sufficiency. The Housing Programs Manager will work closely with Property Management staff to address issues regarding successful and continued tenancy. The Housing Programs Manager will also communicate regularly with other Front Steps case managers and community service providers, including long-term intensive case management, treatment, and job development programs, to facilitate client's access to these services. The Housing Programs Manager is responsible for processing rent, security deposit and other payments, maintaining records on each client via an internet-based client tracking system, and evaluating performance outcomes.

Supervisory Duties:

- Provide weekly supervision, guidance to all direct reports, which includes Housing Case Managers.
- Ensure accountability for all clinical and administrative work performed by Housing Case Managers.
- Obtain needed information from Housing Case Managers and produce regular reports regarding resident services, goals, outputs and outcomes.
- Monitor and maintain records of all Case Manager entered resident contacts, goals and services provided via Service Point, an internet-based client tracking system and hard copy file documentation.
- Approve and monitor administrative records for all Housing Case Managers including but not limited to: timesheets, mileage reimbursements, sick time occurrences, vacation time, cell phone usage, purchase reimbursements, parking passes, and incident reports.
- Audit Case Manager files for accuracy, in accordance to grant and program mandates.
- Recruit and supervise Social Work interns under Front Steps Housing Programs; ensure all requirements for Social Work interns are being satisfied.
- Maintain and share on call duties with Housing Case Managers (if applicable)
- Serve as a member of the management team and ensuring information is effectively communicated to all direct reports and they are being held accountable to expected performance outcomes.
- Other duties as assigned.

Housing Program Development and Management:

- Ensures all funder and/or agency mandated protocols are adhered to, specifically but not limited to those policies and procedures regarding fair housing, tenants' rights issues, reporting requirements, and budget management.
- Communicate regularly with and collaborate with ATCIC (Austin Travis County Integral Care) Program Manager to support case managers from both agencies that are on the PSH housing team
- Coordinate the intake and admission process for all potential tenants of Front Steps Permanent Supportive Programs, ensuring all mandated guidelines are followed and issues related to client safety and success have been thoroughly assessed and planned for.
- Track all program performance measures, and assist with program evaluation.
- Work closely with Property Management staff to identify issues and concerns, and develop plan for resolution that will increase likelihood of continued residency and success for clients.
- Ensure that an Individual Service Plan is co-created by the tenant and his/her Case Manager. Monitor tenant progress and ensure that goal outcomes are regularly entered into Service Point.
- Monitor development and facilitation of group activities designed to help clients explore and resolve self-care issues that may be impacting their progress toward reaching their goals and promote recovery, employment, and personal growth.
- Regularly attend and participate community meetings and present on Front Steps Housing Programs
- Participate in inter-agency case management collaborations to communicate resources; share information and problem solve challenges.
- Assist with other agency special project as needed, including staffing special events and providing coverage for agency programs.
- Keep track of rental expenses for each Front Steps housing unit.
- Provide financial oversight and management of Housing budget and each Front Steps housing unit.
- Communicate with finance department regarding leases and utility accounts held by Front Steps.
- Complete program reports as requested by Program Director.
- Other duties as assigned.

Circle of Care Mentor Program:

- Facilitate and/or monitor facilitation of the Circle of Care Mentor program. Ensure integrity of mentors and their activities with mentee's.
- Plan and perform Circle of Care mentor training and continuing education as well as provide on-going mentor support meetings and network for mentors.
- Work with Front Steps Volunteer Coordinator to approve all mentor applicants as well as retrieve and keep records of needed documents, such as: criminal history reports, liability waivers, driver's license and auto insurance.
- Oversee placement of mentors with clients in Front Steps Permanent Supportive Housing Programs.
- Supervise records of mentor timesheets and any notations made by mentor regarding their activity with the mentee.
- Document and follow up with any challenges or incidents between the mentor and our client.

Minimum Qualifications:

- Bachelor's degree in Social Work or related field. Professional experience in the field or a closely related field may be considered in lieu of formal education
- Experience working with the chronically homeless population
- Solid understanding and support of Housing First Model, Harm Reduction Model and Motivational Interviewing
- Grant management
- Supervisory and/or Program Management experience including program implementation and budgeting
- Ability to work independently with minimum supervision
- Collaboration with Board of Directors
- Strong computer skill; including word processing, database, and internet
- Effective organizational and time management skills
- Reliable transportation
- Valid Texas State Driver's License

Preferred knowledge, skills, and abilities:

- Master's degree in Social Work or closely related field
- 3 years experience working with the homeless population or closely related special needs population
- Knowledge of local community resources
- Experience with landlord outreach
- Knowledge of HUD Permanent Supportive Housing programs, requirements and operations
- Bilingual (Spanish and English)