



JOB DESCRIPTION

Title: Housing Manager

Reports To: Director of Housing

Department: Case Management

FLSA Status: Full Time; Exempt

GENERAL SUMMARY:

The Housing Manager is responsible for the overall management of HEP housing programs and case management. The Housing Manager plays a primary role in ensuring that clients receive services that meet regulatory and agency standards, and ensures that records are kept in compliance with those standards. The Housing Manager must have thorough knowledge of all programs and related services to fulfill the Mission and goals of the organization.

PRIMARY DUTIES AND RESPONSIBILITIES:

1. Assist Director of Housing in providing oversight of Case Management Team
 - Ensure Case Managers are thoroughly trained on HEP Express Client Database, HMIS, Case Management and Campus Policies and Procedures
 - Ensure Case Managers adhere to annual company training schedule
 - Ensure Case Management Team adheres to CARF (Commission on Accreditation of Rehabilitation Facilities) requirements/trainings
2. Manage certain aspects of human resources within the department to ensure that all Case Management staff are capable of completing assigned tasks and that morale within the department is maintained:

Main Activities

- Implement and enforce staff procedures
- Orient and train new staff
- Create employee schedules
- Coach and counsel employees as needed
- Participate in staff meetings to encourage communication and team work
- Assess training needs and facilitate training opportunities

3. In partnership with the Director of Housing, manage all HEP housing programs and services in order to ensure they are delivered and maintained in an effective and efficient manner:

Main Activities

- Implement and administer policies and procedures as instructed by Director of Housing
- Responsible for ensuring that case management operations and activities are structured in such a way that contributes to the program achieving, and exceeding, permanent placement and other performance targets
- Respond to and manage crisis and/or emergency situations
- Ensure client records are maintained and meet compliance standards and agency Standards of Care
- Ensure accurate data collection/reporting

- Comply with all federal, state and local laws and regulations
 - Provide excellent services to all residents
4. Provide support and advice to the Director of Housing in order to ensure they are aware of operations and able to make informed decisions:

Main Activities

- Prepare for and attend management meetings
 - Present management reports to the Director of Housing
 - Prepare, distribute and follow-up on meeting minutes
 - Work with the Director of Programs to provide grant/contract deliverables
 - Coordinate with Compliance Department to ensure compliance with all internal policies, federal, state and local laws and regulations
 - Generate regular and as-needed reports on outcomes, goals, and data tracking
5. Manage client relations in order to ensure that client needs are reasonably met and that clients comply with program rules and regulations:

Main Activities

- Participate in screenings
- Enforce all residential and service delivery policies
- Liaise with clients regarding issues and concerns, and communicate them as necessary to upper management
- Counsel clients and applicants as necessary
- Participate in case conferencing

KNOWLEDGE, SKILL, AND ABILITIES REQUIRED:

- Refined analytical, decision-making, and organization skills from experience as a manager: Ability to identify and facilitate necessary programmatic change. Proven ability to juggle multiple priorities, and create a climate conducive to effective engagement with clients who present with multiple disabilities
- Sensitivity to the cultural diversity of clients to successfully work with diverse racial, ethnic, and economic groups
- Strong written and verbal communication skills to interface effectively and efficiently with colleagues and to ensure quality services and program operations
- Thorough understanding of relevant service delivery concepts and structures, including Housing First, motivational interviewing, stages of change, and the ability to access and negotiate the full range of services for recipients
- Minimum four (4) years' experience working with related populations including supervisory experience
- Bilingual Spanish/English is preferred
- Excellent computer skills, including proficiency in Microsoft Word and Excel. Familiarity with Access-based databases and the ability to learn new programs are preferred

PHYSICAL WORKING CONDITIONS:

- This position requires sitting, standing, reaching, bending, etc.
- The environment requires the employee to work both inside and outside in heat, wet/humid, dry/arid conditions
- Walking and standing on uneven surfaces around HEP campus
- Ability to lift 30 pounds with ease; Anything over 30 pounds requires a team lift
- Must be able to successfully pass a background Level 1 & 2, drug and alcohol screening

The above declarations are not intended to be an "all-inclusive" list of duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job, and be a reasonable representation of its activities.

HEP is a Drug Free Workplace and Equal Opportunity Employer. HEP does not discriminate against any class of protected persons covered by applicable law in its hiring and/or advancement opportunities. HEP encourages people of all minority statuses to apply.

Employee Signature

Date