



JOB DESCRIPTION

Title: Housing Manager

Reports to: VP of Housing Programs

Department: Housing

FLSA Status: Exempt; Full-Time

Location: Onsite - Remote work may be permitted on an occasional basis, subject to prior approval and operational needs.

The HEP Housing Manager holds a critical role in fulfilling the goals and Mission of the organization. The Housing Manager is responsible for overseeing the daily operations, staff, and programs within HEP's housing and case management services. This role ensures that safe, affordable, and supportive housing services are delivered in alignment with organizational goals, regulatory requirements, and best practices. This management position requires strict professionalism and confidentiality at all times.

JOB DUTIES AND RESPONSIBILITIES

- Support the VP of Housing Programs and work closely with the entire HEP Executive Management Team.
- Develop, implement and enforce housing policies, procedures, and program improvements.
- Hire, train, mentor, and supervise Case Management and housing staff.
- Schedule and assign staff to ensure adequate shift coverage and service delivery.
- Prepare meeting notes and participate in staff and management meetings.
- Collect data and prepare regular reports on housing utilization, program outcomes, and compliance while adhering to strict internal and external deadlines.
- Complete accurate staff management notes, performance reviews, disciplinary actions and other necessary documentation for employee personnel files.
- Audit client files and ensure all documentation is in full compliance with HEP policies and procedures and CARF requirements.
- Respond to and manage crisis and/or emergency situations as needed.
- Address client issues or grievances promptly and fairly.
- Participate in inspections, audits, and reviews by funders or regulatory agencies.



HOMELESS EMPOWERMENT PROGRAM

- Ensure all case managers and staff reporting to the manager are professionally and thoroughly trained on all required systems and databases, including the HEP Express Client Database, HMIS, and other applicable reporting platforms.
- Assist with the preparation and management of housing program budgets.
- Maintain and build positive rapport for partnerships with community organizations, government agencies, and social service providers.
- Follow and ensure compliance with all HEP, HIPAA, CARF, OSHA, federal, state, local, housing laws, regulations, policies, and procedures.

EDUCATION, KNOWLEDGE & SKILLS REQUIRED

- Bachelor's degree in social work, human services, psychology, criminal justice, or public administration.
- Minimum 2 years of experience in housing services, social services, or program management, preferably with at least 1 year in a supervisory role.
- Knowledge of housing regulations, fair housing laws, HUD standards, and supportive housing models.
- Strong case management skills, such as motivational interviewing, active listening, conflict resolution, critical thinking, resource navigation, etc.
- Sensitivity to the cultural diversity of clients to successfully work with diverse racial, ethnic, and economic and socioeconomic groups.
- Proficiency in Microsoft Office 365 and case management software (such as HMIS, HEP Express, CareScope, NextGen, etc.)
- Enhanced knowledge of resources in the community available for homeless and ALICE populations.
- Ability to multitask, solve problems under pressure, and easily adapt to change.
- Superior communication skills, both verbal and written.
- Must be able to effectively communicate with all levels of staff within the organization.
- Bilingual in Spanish is not required for this position but a plus.

PHYSICAL DEMANDS & WORKING CONDITIONS



- The physical environment requires the employee to work both inside and outside in heat, wet/humid, dry/arid conditions.
- Sitting, standing, walking, bending, reaching, etc.
- Walking and standing on uneven surfaces around HEP campus required.
- Ability to lift thirty-five pounds with ease; Anything over thirty-five pounds requires a team lift.
- Current, clean Florida Driver's License to accommodate occasional business travel for operations as needed.
- Must be able to successfully pass a Level 1 & 2 background, and drug and alcohol screenings.

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.