

SPECIAL SERVICE FOR GROUPS JOB ANNOUNCEMENT

Title: Housing Department Supervisor

Division: HOPICS/Housing Department

FLSA: Exempt

Supervisor: Landlord Relations and Engagement Manager

Pay Range or Rate: DOE

Revised: 3/1/21

Summary

Under the direction of the Landlord Relations Manager will be responsible for the overall direction and supervision of the Housing Department for the Homeless and Housing programs which include Housing Locators (4), and all rapid-rehousing subcontractors. Additionally, Housing Department Supervisor will be responsible ensuring all financial assistance requests meet fiscal requirements as set forth in the LAHSA contract; creating and maintaining landlord relationships; and providing technical assistance to our subcontracting agencies.

Essential Functions

- S/he will supervise day-to-day activities of Housing Specialist. S/he will provide short and long-range planning and report directly to the Landlord Relations and Engagement Manager; oversee contract compliance and completion of contract goals/objectives in regards to placing households in permanent housing; work collaboratively with agency management staff; manage the development of a data-based housing stock management system; and prepare reports.
- The supervisor will supervise client files and ensure adherence to LAHSA definitions and guidelines; convene and facilitate weekly staff meetings; attend all project meetings and trainings; implement and monitor SSG personnel policies and procedures for compliance with applicable state and federal regulations; coordinate staff development and training.
- Work in coordination with the case managers to ensure program eligibility is met prior to unit inspections.
- S/he will provide assignments and assist with the development of systems for administrative staff; communicate effectively with the contract monitor and funder; and work with fiscal and human resources personnel. Effectively communicate with Division Director, Associate Directors, Program Managers and partner agencies
- Implement LAHSA imposed HMIS policy
- Creating and Maintaining landlord relationships
- Work collaboratively with LAHSA and subcontractors and their staff as it pertains to the CESSAY, FSC RRH and EPP programs.
- Coordination with the Financial Assistance Coordinator and Data/Finance Coordinator to ensure documentation completeness and financial assistance disbursements.
- Review all financial assistance packets for completeness and accuracy.
- Ability to provide training and technical assistance internally and to partner agencies to ensure there is no delay in payments.
- Managing and monitoring data integrity and quality.
- Attend quarterly landlord meetings facilitated by WLCAC.
- Reporting Permanent Housing Placement numbers weekly to the Division Director and CES Regional Coordinator
- Review and approve move-in financial assistance packets prior to forwarding to fiscal
- Provide technical assistance to subcontractors and new landlords
- Review owner/landlord documents and ensure authenticity and accurateness.
- Provide training, coaching and guidance to staff
- Review and approve timesheets within submission deadlines
- Create, review and update training matrix.
- Ensure all Housing Specialist complete HUD Visual Assessment Trainings
- Review all rental comparisons.
- Complete training objects for all direct supervised staff
- Verify case note documentation is completed within 24 hours.
- Ensure all financial assistance services are entered in HMIS within 24 hours.
- Create and verify all leases are uploaded in HMIS within three business days of placement.
- Submit weekly report of housing placements, eviction preventions, total financial expenditures to the Associate Director of Data and Quality Assurance, Associate Director of Family Programs and Associate Director of Single Adult Programs.
- Hold staff accountable and creating corrective action plans if needed
- Following and implementing HOPICS and SSG's policies
- Maintaining and updating the Fiscal Checklist
- Reporting weekly, monthly and quarterly reports
- Attend weekly monthly
- Monitoring milestones and service activities
- Facilitate necessary program related trainings for direct-service staff

- Work in conjunction with program directors and managers
- Prepare project reports in accordance with funding requirements; maintain files/records on client services in compliance with HIPAA, 42 CFR Part 2 and other funding requirements for auditing purposes
- Attend all related trainings and meetings.
- Maintain appropriate boundaries; and adhere to SSG's Code of Ethics and HOPICS' Core Values. Represent the Agency in a professional manner at meetings and community events.
- Regular attendance required.
- Maintain and uphold Agency mission statement, values, policies, procedures and principles.
- Other duties as needed.

Secondary Functions

Perform other duties as assigned by their immediate supervisor, Associate Director of Data and Quality Assurance and/or Division Director.

Supervisory Responsibilities

This position requires supervision of all project related staff and oversight of partner agencies. The supervisor will supervise the following staff: Housing Specialist (4). S/he reports to the Landlord Relations and Engagement Manager

Minimum Qualifications - Knowledge, Skills and Abilities Required

At least five years of property management experience. If in recovery, a minimum of three (3) years of being drug and alcohol free is required. High Proficiency in HMIS, Microsoft Word, Excel, Access and other database programs. Accurate and concise documentation. Neat and professional appearance. Attention to detail and punctuality required.

MANDATORY Qualifications:

Ability to work with clients from diverse cultural, ethnic, and socio-economic backgrounds. Ability to communicate effectively, both written and orally. Valid California Driver's License and proof of insurance is required. Verification of Employment Eligibility and Background Check is required. TB test required **(Note: Results may not be more than (3) months prior to or (7) days after date of hire and renewed annually thereafter.)** CPR and First Aid certification required within 30 days of employment with company.

Environmental Conditions (Working Conditions)

May be exposed to highly aggressive clients: must communicate with many sources including public paying agencies, courts and outside community agencies. Local automobile travel is required. Some evenings and weekends may be required. Sometimes noisy, loud and disruptive clients.

Physical Requirements

- The Program Manager typically spends time sitting, standing, walking, driving, carrying (max. 25 lbs), listening, speaking.

Mental Requirements

- This position will require the individual to be able to handle any/all of the following: constant distractions, interruptions, uncontrollable changes in priorities/work schedules: be able to process information, think and conceptualize.

Please email your resume to: jobs@hopics.org

Include the position title in the Subject.

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