

FAMILIES FORWARD

DIGNITY • EMPOWERMENT • HOPE

Job Title: Affordable Housing Services Manager

Reports to: Director of Programs

Education Requirement: Bachelor's Degree

Experience Required: Minimum 3 years of human/social services program delivery

Prefer: Bilingual English & Spanish Position

is Exempt, Full Time

Job Summary:

Under the supervision of the Director of Programs, the Affordable Housing Services Manager is responsible for overseeing the overall coordination, management, and continual development of programming and supportive services for formerly homeless families in Affordable Housing units owned or accessed by Families Forward. Additionally, the Affordable Housing Services Manager will actively identify opportunities for program growth, develop strategic partnerships and assist in seeking out funding opportunities specific to economic mobility. By providing efficient leadership, setting departmental goals, tracking program outcomes, exercising departmental collaboration, and adjusting program direction to maximize services and linkages, the Affordable Housing Services Manager will ensure that families will achieve and maintain self-sufficiency to facilitate graduation from Affordable Housing.

Essential Job Duties:

Staff Management and Supervision: (#% of time spent)

- Provide direct supervision to Supportive Services Coordinators working with Affordable Housing families.
- Hire, train, manage and evaluate staff as necessary, ensuring team can consistently provide high quality, informed services with a focus on housing stability and self-sufficiency.
- Ensure staff receive necessary training, follow program protocols and input data according to agency and community standards. Work with team to develop new and innovative ways to engage with clients.
- Assist staff in identifying appropriate services for clients, developing plans for individualized support based on each family's unique barriers and needs, and setting strengths-based, achievable goals.
- Collaborate closely with other agency staff, promoting cross-department communication and efficient service referrals and connections.

Program Management and Development: (#% of time spent)

- Oversee day-to-day operation of the Affordable Housing Supportive Services program, ensuring affordable housing families are served with high quality and individualized support.
- Work with grant writing team to identify and apply for new sources of funding to further the impact of the Affordable Housing Supportive Services Program; assist in developing grant reports and applications.
- Lead the ongoing growth and development of the Affordable Housing Supportive Services Program. Maintain awareness of community needs, working to adjust service delivery to match anticipated and demonstrated gaps. Maintain program alignment with industry best practices.
- In collaboration with the Director of Programs and the Data & Compliance Department, monitor program activities in relation to grant and agency requirements; facilitate grant monitoring and audits as they relate to Affordable Housing funding sources and contracts.
- Ensure that all grant required documentation is collected and maintained appropriately and that all files are current and compliant with contractual obligations.
- Manage a variety of relationships with community partners, oversee the agency's work in various collaborations that pertain to Affordable Housing communities, and represent the agency in community meetings.

Screening of Clients: (#% of time spent)

- Collaborate with Property Coordinators to complete enrollment and qualification process with new clients as vacancies become available. Process includes managing the interest list for non-owned units in accordance with fair housing and the grant agreement and collection of documents for the application process.

Supportive Services/Case Management Duties: (#% of time spent)

- Develop an individualized service plan and goal sheet for each client-family and conduct monthly family meetings to facilitate progress.
- Coordinate resources referrals to ensure economic mobility and successful transition to self-sufficiency.
- Manage and maintain appropriate records and complete all relevant agency/program forms, doing so in a confidential and professional manner.
- Be responsible for timely entry of case notes, services and client information into required data base systems.
- Monitor all client expenses; seek approval for expenses from Director of Programs.
- Oversee and maintain program compliance by performing audits and using reports. Maintain required reports and statistics; prepare reports on a monthly and annual basis as required
- Work with management to actively seek strategies to develop, fund, and expand programs.

Property Management Coordination (#% of time spent)

- Provide initial home orientation and tenant education to ensure tenant understands lease compliance terms and preventative maintenance.
- Conduct monthly home visits to ensure that the home is maintained, to check for potential lease violations and to increase communication between family and on-site management team.
- Assist on-site management team document collection at recertification, and lease compliance.
- Oversee and maintain program compliance with multiple funding sources by performing audits and using reports to monitor compliance.
- Be familiar with current contracts, grants, and regulations as they relate to special needs housing programs. Implement policy and programmatic changes as needed.
- Oversee the lease up and termination of assistance with staff and community partners to assure that available rental subsidizes are utilized in timely fashion by qualified applicants.
- Work with community partners and clients to promote client housing stability.
- Develop and implement innovative solutions to client, landlord and other programmatic problems.

Additional Duties: (#% of time spent)

- Report success stories, progress, statistics to the Board as requested by management.
- Fill in as needed with phones, food pantry, holidays, or other agency events.
- Attend all staff, case management, and Board meetings as requested.

Additional Qualifications:

- Maintain valid California Driver's License and State Mandated Auto Insurance