

Employment Announcement Housing Manager

JOB SUMMARY:

The Housing Manager assists the Director of Housing and Housing Department staff (intensive case managers, housing specialists, and housing navigators) in meeting the needs of clients residing in the agency's housing programs. The Housing Manager will provide direct supervision to the team of Housing Navigators and will assist the Director of Housing in managing daily operations of all housing programs. The Housing Manager will conduct chart reviews and quality improvement activities, coordinate the department's monthly expenses, and assist the Director with supervision of field case management staff. The Housing Manager will serve as a resource in the areas of, housing search and navigation, conducting home visits, and landlord relations activities. The Housing Manager will have a strong knowledge of the day to day operations of the program, particularly as it relates to contract compliance, service delivery, and programmatic expenses.

ESSENTIAL DUTIES AND PRIMARY RESPONSIBILITIES:

1. Provides administrative and programmatic support to the Director of Housing and all programs within the Housing Department (housing navigation, rapid rehousing, permanent supportive housing).
2. Provides direct supervision of housing navigator staff. Performs staff evaluations and corrective disciplinary actions with approval from the Director of Housing. May assist the Director of Housing with payroll timesheets preparation on a bi-weekly basis.
3. Supervises the agency's landlord recruitment and retention activities, including taking a lead role in County-driven landlord initiatives.
4. Provides review and approval of housing navigation program documentation, such as notes, activity logs, and any other data collection tools in use.
5. Maintains a strong working knowledge of local, state and Federal regulations for housing programs. Assists the Director with ensuring that department policies and procedures are aligned with these regulations and are implemented with fidelity.
6. Assists field case management staff with appropriately identifying the needs of the clients and provides appropriate guidance to ensure the clients' successful achievement of their service plan goals.



7. Provides oversight to staff in conducting initial client assessments, screening for client eligibility in programs, and maintaining all required documentation.
8. Intervenes or ensures that other staff intervenes effectively with clients in crisis situations, while remaining respectful of the client's concerns.
9. Maintains an independent caseload of clients receiving housing navigation services.
10. Assists with chart reviews and other Quality Assurance / Quality Improvement activities.
11. Develops and maintains a comprehensive list of housing and other supportive service resources for referral purposes.
12. Reviews housing programs' daily logs and chart entries for accuracy.
13. Maintains a thorough knowledge of HIPAA guidelines and limitations. Ensures all staff members are working within these guidelines. Provides counseling for staff members regarding HIPAA and releases of information.
14. Assists the Director of Housing and staff with the department's expenses, including collecting invoices, processing check requests, and tracking expenses over time.
15. Participates in all required meetings and trainings.
16. All job requirements listed indicate the minimum level of knowledge, skill, and or ability deemed necessary to perform the job proficiently. This job description is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. Employees will be responsible to perform any other job-related instructions/tasks given by their supervisor, subject to reasonable accommodations.

MINIMUM QUALIFICATIONS:

Education/Experience: A Master's degree in Social Work two years of related experience. Years of experience, if appropriate, may substitute formal education. Prior experience supervising staff. Proficient in Microsoft Office with excellent oral, written, and interpersonal communication skills and knowledge of community resources preferred. Must possess a valid Florida driver's license.



WORK ENVIRONMENT:

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Housing Manager works in settings of Broward Partnership, including offices, classrooms, group rooms as well as being involved in other areas of Broward Partnership programs both on and off campus. In addition, the position is active in the community as situations warrant, representing Broward Partnership.

Please e-mail cover letter and resume to: careers@bphi.org and include the job title of “Housing Manager” in the subject line.

Broward Partnership is an EEO/Affirmative Action Employer and complies with all federal and state laws, and regulations. Our policy is not to discriminate against any applicant or employee based on race, color, sex, sexual orientation, gender identity, genetic information, religion, national origin, age, disability, veteran status, or any other basis protected by federal, state, or local laws. We participate in E-verify.