

JOB DESCRIPTION

TITLE: Housing Supervisor
REPORTS TO: Program Director
SUPERVISES: Housing Supports Coordinators and Quality Coordinator
FLSA STATUS: Exempt (Professional)

POSITION PURPOSE:

Responsible for the effective and efficient operation of the SOS Supportive Housing programs. The Housing Supervisor is responsible for supervising the housing programs and staff. This includes conducting weekly team meetings and in-services training, writing monthly reports, assigning cases, providing support to staff and other collaborating agencies to ensure an effective and efficient service delivery process.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

I. Program Responsibilities

- A. Coordinate the development, implementation, and evaluation of the agency's homeless prevention, short and long-term housing programs.
 - Assist in the timely and appropriate completion and submission of all reports and documentation required by funders of housing programs
 - Review and revise, as needed, all intake forms and processes; exit forms and process; and all rules and policies for homeless program residents
 - Work with Program Director to assure availability of housing units for all homeless services programs
- B. Maintains an internal system of tracking caseloads and assignment of new cases.
- C. Completes monthly/quarterly/annual reports for the various contracts. Ensures compliance with housing contract requirements.
- D. Responsible for assuring that accurate assessments/reports/case files are completed in a timely manner and are up-to-date.
- E. Oversee all direct case management services to families participating in supportive housing programs
- F. Represent the agency at the Community Housing Prioritization (CHP) meetings.
- G. Assure that all program and services development reflects agency's commitments to diversity, equity, and multi-cultural competence.
- H. Other duties as assigned by supervisor.

II. Staff Responsibilities

- A. Provides direct supervision to Housing Support Coordinators and monitors the expertise of each staff member. Monitors staff performance, absences and schedules; completes annual staff evaluations.
- B. Facilitates team meetings for review of case plans, intervention techniques, program goals and other related information.
- C. Assist in licensing supervision to agency staff as needed.
- D. Assist in the recruitment and hiring of new staff as needed.
- E. Facilitate training and education for agency staff and volunteers as needed. Assure timely development and completion of staff performance plans, reviews and evaluations.
- F. Assure that all staff develop necessary skills, knowledge, and sensitivities for effectiveness in diversity and multi-cultural competence.
- G. Participate in agency wide orientation and training as needed

IV. HMIS Responsibilities

- A. Assists in overseeing the agency's HMIS data system.
- B. Assure data entry of consumer records on the Washtenaw Homeless Management Information System (HMIS) in real time for all HUD eligible program participants
- C. Assure that all consumer and program data files in the HMIS system are updated and maintained and staff participate in needed HMIS trainings
- D. Pull data reports as requested for purposes of data quality, reporting and system administration.
- E. Assure that corrections occur in a timely manner for any errors discovered by data entry audit for which program staff are responsible for having entered.
- F. Provide and participate in Service Point training sessions as needed

III. Community Responsibilities

- A. Represent SOS at relevant community meetings and events.
- B. Assist with fundraising efforts specifically targeting homeless services.

IV. Agency Responsibilities

- A. Actively support the SOS commitment to diversity in all areas and responsibilities
- B. Uphold and ensure appropriate enforcement of all agency policies and practices
- C. Participate in community relations and outreach tasks as directed and required
- D. Assure that all programs and services reflect agency's commitment to multicultural competence
- E. Attend interagency meetings as requested
- F. Assist in volunteer training as assigned

KNOWLEDGE, SKILLS, ABILITIES AND EXPERIENCE REQUIRED:

- LMSW preferred with at least 2 years post Master’s relevant experience
- Two years of supervisory experience preferred
- Experience in HMIS strongly preferred
- Experience and understanding of homeless families and individuals with a sensitivity of the special needs of minorities, women and low-income populations
- Experience in crisis intervention, assessment, housing assistance, case management and advocacy
- Knowledge of community resources, particularly Department of Health and Human Services (DHHS) benefits, and housing subsidy programs
- Ability to plan and organize the work of others
- Ability to speak and write in a concise and effective manner
- Ability to deal effectively with the public
- Ability to set up and maintain an organized work environment
- Ability to prioritize work assignments
- Ability to work in a team environment, to put personal preferences aside for the good of the team and the consumers the agency serves
- Ability to multitask
- Ability to work under pressure and to solve problems
- Proficiency in MS Word, Outlook, and Excel is required
- Ability to accurately type and perform data entry is required
- Maintain compliance with the Substance Free Work Place Act, the Privacy Act and Federal, State and local laws regarding professional standards of conduct
- Possession of a valid driver’s license and access to reliable transportation is required

I have read, understand, and accept my responsibilities as Housing Coordinator, as articulated in the above job description. (Please sign and return to the Executive Director.)

Employee’s Signature _____ Date _____

This description is intended to indicate the kinds of duties, responsibilities and the levels of work difficulty required of this position. It shall not be construed as declaring what the specific duties and responsibilities shall be. It is not intended to limit or in any way modify the right of the supervisor to assign and direct the work of employees under his or her supervision. The use of a particular expression or illustration

describing duties shall not be held to exclude other duties not mentioned that are of a similar kind or level of difficulty.