



JOB DESCRIPTION

Position:	Housing Program Manager
Job#:	NC05041703
Status:	Full-time
Exemption Status:	Exempt
Program/Location:	Napa County
Supervisor(s):	Housing Director

Agency Background:

Abode Services is a community based organization founded in 1988. Services include support services to families as well as adults without children. The mission of Abode Services is to end homelessness by assisting low-income un-housed people to secure stable, supportive housing and to be advocates for the removal of the causes of homelessness. The agency provides services throughout Alameda County, Santa Clara County, San Mateo, Santa Cruz and Napa Counties; this position will provide services in Napa County.

Job Summary

The Housing Program Manager is responsible for the oversight and coordination of various supportive housing programs serving homeless and at-risk individuals and families in Napa County. Key responsibilities include: supervision of housing staff, reporting, invoicing, and contracts oversight for Federal, State, and Local funding contracts; oversight of housing inventory and close coordination with landlords and property managers; and close coordination with service providers and other program staff to ensure successful programs.

Job Responsibilities:

- Manage multiple Federal, State, Napa County and City rental subsidy programs.
- Collaborate and coordinate with agency service teams and other service agencies.
- Supervise Housing Specialists, Service Coordinator, . Provide coaching, mentoring, training and discipline as appropriate to develop staff. Conduct Performance Evaluations on an annual basis.
- Develop, implement and monitor housing rental programs for homeless and disabled households.
- Supervise and maintain the inventory of affordable, appropriate housing units secured by either a master lease or a participant's direct lease contract with a landlord.
- Participate as a member of the Housing team by attending management meetings, developing housing plans, reviewing budgets and establishing policies and procedures of various rental subsidy programs.
- Provide assistance and expertise to landlords or service staff for conflict resolution, as appropriate.
- Approve all lease contracts and assist in negotiation of contracts (rent), if necessary.
- Ensure compliance of Fair Housing rules and regulations, contract requirements and eviction procedures.
- Prepare and review monthly, quarterly and annual reports which include, but are not limited to the following data: rent, subsidy and participant amounts, occupancy rate, participant demographic information and program eligibility and socio-economic data for monitoring purposes.

- Review monthly rent reports for accuracy, monitor collection of tenant rent payments with master lease programs and maintain monthly subsidy balance tracking and projection reports.
- Work with funding agencies to provide required information and implementation and monitoring procedures to insure proper data collection and reimbursement.
- Represent Abode Services' housing programs at meetings with Napa County Department of Housing and Community Development, Napa County Behavioral Health Care Services, the U.S. Department of Housing and Urban Development and other collaborative service providers and jurisdictional stakeholders
- Other duties as assigned.

Qualifications:

- A minimum of 5 years of professional experience in social work, psychology or related field and demonstrated experience in rental housing programs for low income, special needs households.
- Bachelor's degree required, Master's degree preferred.
- A minimum of 3 years managing complex contracts in excess of \$1M.
- Proven track record in designing and operating effective programs including the development, implementation, and enforcement of well-designed policies and procedures.
- Considerable knowledge of housing programs, including tenant-based rental assistance, master leasing, fair housing principles, tenant rights and responsibilities, and crisis prevention and management.
- Management experience of at least 1-2 staff with strong skills in program development and policy and procedures.
- Must possess the ability to provide direction to their teams, build collaborative teams, inspire others, and support staff in growing within their positions and within the agency.
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- Strong administrative skills, to support staff in maintaining proper fiscal and programmatic files, develop and review reports and invoices, and conduct other tasks to support regulatory compliance.
- Strong ability to represent the interests of the agency, interact effectively with a diverse population with multiple special needs, and be comfortable building successful collaborative relationships with tenants, staff, and with community networking and resource building.
- Strong Microsoft Office Suite skills, including Excel.
- Ability to understand and adapt existing programs to policy and regulatory changes as needed.
- Excellent written and oral communication skills.
- Strong organizational and time management skills and attentiveness to detail.
- Bilingual strongly encouraged.
- Reliable transportation along with a valid and current CA Driver's License and insurance is required.

Notice: This description is to be used as a guide only. It does not constitute a contract, commitment or promise of any kind. Abode Services reserves the right to change, add, delete, upgrade or downgrade the position as dictated by business necessity at anytime with or without notice.

Abode Services is an Equal Opportunity Employer / Drug Free Workplace