

## Job Description

### MANAGER OF HOUSING SERVICES

#### JOB SUMMARY

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The manager of housing Services is a key member of the Willow Domestic Violence Center Leadership Team and is responsible for the day-to-day oversight, supervision, and evaluation of community-based housing programs using best practices and a trauma informed approach. The manager will act as oversight for housing team members assigned to Willow's ESSHI funded housing program, rapid rehousing program, and permanent supportive housing programs. The manager will also act as oversight to the Willow mobile advocate for community placement and residential housing case manager who support survivors with community placement. The manager is responsible for creating a collaborative environment in which shared accountability for properties and resident outcomes is reflected in the policies and procedures that govern the supportive housing communities. The manager ensures the quality of all programming, while remaining in compliance with all regulatory requirements. The manager collaborates with internal and community partners to provide a continuum of services and referrals for survivors.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

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##### Leadership & Strategy Implementation

- Provides program development, oversight and direction for Housing Services, under the guidance of the Director of Housing Services, with a focus on wraparound supports, as they relate to the full continuum of Willow care services.
- Provides supervision to supportive housing team members, to include orientation, training, and supportive leadership development for direct reports, including evaluations and professional development, and coaches them in providing parallel support to their team members.
- Creates annual operating success plans to ensure programs are meeting all objectives and contractual requirements; assist managers in monitoring progress of plans.
- Assists with grant and budget development for housing programming, and participates in budget planning with Agency administrative staff. Assists grants team with general Housing program information and specific project information for grant applications. For awarded grants, prepare any grant required program reports in collaboration with the grants administration team.
- Collaborates with the Director of Housing Services to support programmatic development, tracking, compliance, and evaluation.
- Ensures standard operating procedure manuals for all supportive housing locations are current and being utilized.
- Participates in strategic planning as needed and meets the applicable goals of the Agency as defined in its Strategic Plan.
- Maintains an evaluation tool and process to assess effectiveness of service and compliance with program objectives; identify unmet/emerging needs and develop recommendations.

##### Program Oversight

- Provides oversight and guidance to the case management staff to ensure that clients receive services, referrals and support using a trauma informed approach.
- Maintains an orientation and training program for direct reports.
- Ensures that all services are in compliance with State and Federal regulations and organizational policies and procedures.
- Works alongside facilities staff to ensure repairs are documented and completed in a timely manner.
- Collaborates with developers, landlords and community partners.
- Collaborates with residential shelter team for housing opportunities for clients in shelter.

##### Team Management

- Provides direction and supervision of housing services case managers and community case managers.
  - Meets weekly with case managers to provide supervision, receive updates, create action steps, and follow up.
  - Provides ongoing coaching and counseling to direct reports including written performance appraisals.
  - Maintains a process for daily communication, follow up, and feedback.
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## Documentation and Reporting

- Ensures all appropriate documentation is submitted to funding agencies in adherence with their guidelines.
- Oversight and responsibility for the proper monitoring, tracking, and documentation of community program activities and processes.
- Collects, maintains and records program statistics to support grant objectives.
- Ensures quantitative and qualitative outcomes for reporting are administered for all programs.
- Provides information to community agencies addressing domestic violence services provided.

## OTHER DUTIES AS ASSIGNED

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- Serves on the agency leadership team to inform on agency policy, strategic decisions, and implementations.
- Champions Willow's culture and work to assure employees are engaged and supported, including partnering in the ongoing measurement and improvement of employee engagement.
- Represents Willow at the leadership level at community meetings and speaking engagements or with other partners as requested.
- Serves as a member of additional teams and groups at Willow and in the community when relevant.
- Maintains confidentiality and completes all job functions ethically and in a culturally competent manner.
- Participates, as requested, in all Agency management meetings and training; attends conferences, workshops, and trainings for professional development as required and approved.
- Researches best practices and law updates related to domestic violence.
- Any other duties as may be assigned.

## REQUIRED QUALIFICATIONS

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- Bachelor's degree in Social Work or a related field; Master's in Social Work preferred, or an equivalent combination of education and experience.
- A minimum of three years of experience, with a minimum of two years of supervisory experience.
- Excellent communication skills are required.
- Adaptable and flexible.
- New York State Driver's License not in jeopardy of being revoked.

## ADDITIONAL INFORMATION

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- Department:: Housing Services
- Location: Edna Craven Apartments/Shill Family Building
- Reports to: Director of Housing Services
- Hours/Status: Full-time/ Exempt
- Payrate: \$62,353.20

## APPLY ON INDEED

<https://www.indeed.com/job/manager-housing-services-c5b7489736a82561>

***We offer a generous benefits package including paid time off, and a 401k retirement plan.***

*Willow Domestic Violence Center is an Equal Opportunity Employer*

Willow Domestic Violence Center is committed to equal opportunity for all, without regard to race, religion, color, national origin, citizenship, sex, sexual orientation, gender identity, age, veteran status, disability, genetic information, or any other protected characteristic. Willow Domestic Violence Center will make reasonable accommodations for known physical or mental limitations of otherwise qualified employees and applicants with disabilities unless the accommodation would impose an undue hardship on the operation of our business.