



Job Title: Housing Manager
FLSA Status: Exempt
Reports to: Program Director
Classification: Full Time
Wage: 69K to 74K DOE

Position Summary

West County Community Services (WCCS), a resourceful partner in providing temporary and permanent housing and related services for over 30 years, is excited to announce that due to the department's expansion of housing and services over the past several years, we are seeking a qualified and experienced individual to fill the new position of Housing Manager.

Under the general direction of the Department Director, the Housing Manager is responsible for managing permanent housing locations by providing daily oversight of program operations and staff. This position will be familiar with and will stay abreast of changes with the local, state, and federal regulations that govern permanent housing programs. The Housing Manager will lead a team of Case Managers, Services Navigators, Resident Managers and other support staff at multiple program sites.

Qualified candidates must have experience with Social services (System of Care) with knowledge of Housing Services preferred, supervisory experience of at least 2 years, the ability to process funding reports and familiarity of with HUD or County reports highly preferred.

WCCS offers a competitive benefits package that includes Medical, Dental, Vision, Life/ADD plans and a 403b retirement plan with employer match after six months of employment. The agency also offers generous paid vacation and sick days in addition to four days of supplemental paid time off.

Essential Functions

- Ensure all requirements of program contracts are met including program accreditation, case management standards and reporting
- Lead, direct, supervise and provide support for the program's housing staff
- Provide accurate and timely reports as required or as requested by the Program Director
- Ensure that service delivery is of high quality and performed according to and within the WCCS policies and procedures, and contractual/licensing requirements
- Responsible for the safety of the housing sites and its grounds to ensure that appropriate health, safety, and security activities and protocols are in place
- Coordinate WCCS housing related Cal AIM billing

Duties and Responsibilities

- Collaborate and communicate with other program and external partners of the organization
- Supervise program staff including conducting regular individual and group staff meetings and case consultation
- Research, design, and recommend program development strategies that align with best practices
- Assist the Department Director in other projects, initiatives and duties when required or assigned
- Attend regular staff meetings, trainings and other meetings as requested
- Maintain high data quality with in the HMIS reporting system or others as necessary
- Complete reporting and compliance reports as required by contracts and funding sources in a timely manner

Knowledge Skills and Abilities

- Ability to handle multiple projects and responsibilities while working under pressure in a fast-paced environment

- Current California Certified Residential Manager (CCRM) or equivalent, or willing and able to obtain certification within one year of hire
- Written and oral fluency in English
- Ability to initiate and maintain positive working relationships with relevant organizations and associations
- Proven track record of exercising sound, independent judgment within established guidelines
- Experience with grants and HUD regulations
- Possess conflict resolution skills and have the ability to manage crisis situations
- Professional demeanor with an ability to work with staff at all levels

Minimum requirements

- Must be proficient in computer applications or other automated systems such as spreadsheets, Microsoft Office applications, calendar, email and database software (HMIS specifically) necessary to perform work assignments
- A strong work ethic, takes initiative and an ability to manage confidential and sensitive information
- Ability to understand and process reports related to HUD or County funding a plus
- Degree in Human Services or related discipline preferred
- Minimum two years of directly related experience working with housing homeless populations highly desired
- Minimum two years of people management experience
- Current CA driver's license, acceptable driving record, and current vehicle insurance
- Excellent communication and analytical skills

The above is intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Americans with Disabilities Act

WCCS has pledged to ensure that employees and applicants have equal access to job opportunities, will not be discriminated against based on having an actual or perceived disability, and will have the same opportunity for employment,

promotions, and transfers as those individuals who do not have disabilities. WCCS complies with requests for accommodations under the Americans with Disability Act, including the Amendments Act.

Physical Requirements

The physical demands 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 an individual with disabilities to perform the essential functions of this position.

Move, traverse – regularly moves about the properties on even and uneven ground to communicate and interact with tenants, clients, and staff

Communicate, exchange Information – must successfully partner with WCCS management and staff via phone, text, or email

Detect, identify – frequently reviews and researches program related topics via the internet

Strength – will occasionally move and/or rearrange items, up to 30 pounds

Stationary position – must be able to remain in a stationary position up to 25% of the time

Operate, draft/write, compile – consistently uses a computer and cell phone to communicate and submit reports

West County Community Services is an equal opportunity employer. Our agency values diversity and considers all applicants for all positions without regard to color, ethnic background, religion, sex, gender, gender identity, sexual orientation, national origin, age, disability, HIV/AIDS status, veteran status, or any other legally protected.