



Housing Program Manager - job description

Organization – The mission of the Community Action Center (CAC) is to promote a healthy, caring, and just community for all people through resources, advocacy and volunteer effort. CAC is a community-based, non-profit, human services agency providing and advocating for the basic needs of people and families in the Rice County area. Services and programs create a robust safety net for low-income families throughout Rice County including food access, housing, employment services, clothing, emergency assistance, youth services, transportation, health care, and more. CAC provides two drop-in resource centers where immediate response and support is available. A network of three thriving and abundant food shelves serve thousands of individuals each year. CAC owns and operates multiple housing projects spanning from emergency shelter to permanent supportive housing including ongoing intensive case management services with tenants. CAC's Recovery Support program helps individuals who are currently using or in recovery from substance use disorder. Partnership with local employers allow CAC to connect individuals to job opportunities and enhance job skills. Additionally, CAC's retail clothing store provides the entire community access to affordable clothing. Currently, CAC is looking for a **Housing Program Manager** to help support the community responsive work of CAC. This position specifically oversees and supports all housing related programs and activities throughout CAC.

Job Title: Housing Program Manager
Reports to: Program Director-Housing & Recovery
FLSA Status: Salaried, exempt
Hour Status: 40 hours, may include some nights and weekends

Job Summary – The **Housing Program Manager** will support the culture of a community-based, person-centered, and trauma-responsive organization. This position will oversee and support all housing related programs, locations, and CAC Staff. The position will ensure quality data, compliance, and outcome reports for the purpose of multiple grants, coordinate and oversee CAC's multiple housing projects and scattered site units, and support a team of staff, AmeriCorps workers, and volunteers to effectively respond to the housing needs in the community.

Responsibilities and Duties – CAC's success is based on the flexibility of its staff and volunteers to dynamically adjust to meet the needs of the community. The primary responsibilities for this job include:

- **Relational Supervision**-Provide trauma-responsive support and supervision to a team of up to six social workers, case managers, and other housing team staff members in order to foster a culture of person-centered, relational case management and positive experiences for all community members.
 - Responsible for the direct supervision of the CAC's housing team including Heading Home Corps members
 - Engage staff through ongoing communication and professional development opportunities and assist in the development of a relational management support



framework to help shape individual and organizational professional development and behavior

- **Program Management**—Lead and shape programs that reflect CAC’s conceptual mission of listening and responding to local community needs and solutions. CAC acknowledges this requires significant ability to leverage relationships and represent the organizational culture, which happens through program management.
 - Oversee and lead CAC’s housing related programs, services, and grants including Permanent Supportive Housing, Long-Term Homeless, Emergency Shelter, hotel placements, and Youth Advocacy. This includes overseeing case management services to ensure safe and supportive housing options for those who are unhoused or experiencing housing insecurity
 - Coordinate with CAC’s property management to ensure overall communication of tenant and property needs, and to ensure that housing units and grounds are clean and safe
 - Work collaboratively with property managers, local police, and the criminal justice system to ensure health and safety of people, buildings, apartment units, and hotel rooms. Update and implement policies and procedures as needed
 - Educate and promote CAC’s housing support programs within the community
 - Identify barriers within local systems and regularly share this feedback with community organizations and community partner meetings
 - Ensure prompt case notes, documentation, and data quality for entire housing team within HMIS (*Homeless Management Information Systems*) and other organizational data and case management systems
 - Assist with HUD reports to ensure positive grant outcomes
 - Ensure compliance measures are in place for funders including housing inspections, rent calculations, paperwork and records, etc.
 - Collaborate with grants and operations managers to ensure accurate data collection and successful grant outcomes
 - Advocate for systems-level change

Direct Service— Leading by example, the Housing Program Manager will provide some limited direct case management that supports a culture of shared responsibility among the housing team and other CAC staff. Some tasks and activities include:

- Complete housing assessments with individuals or families experiencing homelessness
- Connect individuals and families with emergency shelter resources within CAC or externally, as well as short-term hotel placements
- Provide high-quality, trauma-responsive case management services for a portion of CAC’s emergency shelter and permanent supportive housing participants residing in CAC’s housing units
- Coordinate and manage the needs of CAC’s housing participants



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- Assist participants with moving arrangements when more permanent housing becomes available
- Maintain safety and security of CAC's Resource Center and housing units by following all site-specific health and safety procedures as well as home visiting guidelines

Community Outreach – Responsible for taking the lead on identifying and collaboratively working across programs and organizations to serve the housing needs of the community. CAC is looking for a collaborative individual to build relationships with clients and community leaders outside of CAC. Referrals and outreach efforts can happen from a host of community partners. Additional tasks and activities include:

- Lead efforts to develop relationships with property managers, city leaders, law enforcement, community organizers, employers, faith-community leaders, and others to ensure housing supports are easily accessible across the community
- Coordinate and communicate with other agencies and organizations throughout the area

Qualifications – CAC is committed to finding the right person for the position. Ideal candidates will possess many of the following qualities:

- Strong knowledge of social services and community resources for clients
- Strong housing expertise
- Preference given to candidates with strong knowledge of mental health and/or substance use disorders
- Excellent oral and written communication skills
- Experience working alongside diverse populations
- Bachelor's degree in human services or related field OR four years of experience in related field
- Social Work license preferred but not required
- English and Spanish speaking preferred but not required
- Valid driver's license required
- Flexibility to work occasional nights or weekends to meet the needs of the organization
- Ability to pass all required background and MVR checks

Compensation – The position is designed as a full-time, hourly, non-exempt position. Hourly wage will depend on experience and qualifications with a starting range \$22-\$27/hour plus benefits. Some components of the position may require occasional night or weekend hours as well as possible travel throughout Rice County. The position will report to CAC's Program Director (Housing and Recovery). CAC offers flexible work arrangements, professional development opportunities, and a chance to creatively build and implement innovative ideas.

Equal Opportunity – CAC is an equal opportunity organization. CAC believes that the most efficient and effective workplaces employ employees with diverse backgrounds. We strive to create a work environment where all employees and individuals, regardless of their race, creed, color, religion, sex, national origin, age, marital status, political affiliation, sexual orientation, gender identity, disability, public assistance status or veteran status, can succeed and make an impact in the community.



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Application and Hiring Process – CAC will be interviewing on a rolling basis until the position is filled. To apply, please submit a cover letter, résumé, and contact information for three professional references to employment@communityactioncenter.org. Inquiries and questions can be sent to this same email address or by contacting Program Director, Toby Anderson, at 507-581-9096.