

FAMILIES FORWARD

UNTIL EVERY FAMILY HAS A HOME

Job Title: Housing Resource Manager

Reports to: Housing Development Director

Education Requirement: Bachelor's Degree in social work or related field

Experience Required: Minimum 2-5 years of human/social services program delivery

Position is Exempt, Full Time

Job Summary: Under the supervision of the Housing Development Director, the Housing Resource Manager is responsible for the overall coordination, management, and supervision of housing resource services for Families Forward. In addition, the Housing Resource Manager will continue to build the portfolio of rental housing available to homeless families.

Supervision/Evaluations: Housing Resource Specialists

Essential Job Duties:

Staff Development and Supervision (20% of time spent)

- Supervise the team of Housing Resource Specialists.
- Ensure staff receives necessary training and follows program protocols.
- Meet weekly with Housing Program Manager and Lead Housing Resource Specialist to discuss and support client's appropriate housing options, funding opportunities, Program evaluation and enhancement.

Housing Identification Management (40% of time spent)

- In collaboration with the Housing Program Manager ensure that all housing clients are met with upon entry and as they progress through the program to assist them in their search for permanent housing.
- Oversee that all clients are provided with tenant screenings, financial literacy, and tools for successful housing placement.
- Supervise Housing Resource Specialist's assessments to determine housing and service needs and support program development to assist clients in obtaining and maintaining their housing.
- Manage and ensure complete data compliance.
- Facilitate grant monitoring and audits as they relate to funding and contracts.
- Ensure that all grant required documentation is collected and maintained appropriately and that all files are current and compliant with grant requirements.
- Coordinate the entry, storage, retrieval, and quality control of client information for the Housing Resource Program database systems.

Landlord and Property Management (30% of time spent)

- Develop new relationships with Landlords and Property Management Services.
- Serve as an ongoing liaison between property managers, participants and landlords including quarterly newsletters, appreciation events, and monthly follow ups.
- Support in the oversight of property management records for Interim and Affordable homes owned and operated by Families Forward.
- Monitor Housing Resource Specialist in monthly home visits.
- Assist Housing Resource Specialist with mediation with landlords on the client's behalf if needed.

Additional Duties: (10% of time spent)

- Keep appropriate records and complete all forms in a confidential and professional manner.
- Attend staff, case management, mid-level manager and Program Committee meetings as directed.

Additional Qualifications:

- Property management experience preferred
- Bilingual Spanish is a plus

- Maintain valid California Driver License and State-mandated Auto Insurance.

Please submit resume to Marissa Hall at mhall@families-forward.org. No phone calls please.

Key Skills:	Comprehensive Expert with total knowledge; guides others	Advanced Fully trained; req. occasional assistance	Moderate General knowledge but not totally proficient	Basic Trainee with general understanding
Technical/Functional Expertise: Training skills		Required		
Computer Software: Microsoft Office		Required		
Interpersonal/Communication: Strong verbal & written skills	Required			
Language (non-English): Speak & understand Spanish		Preferred		

Work Environment/Requirements: (time required in terms of an 8 hour workday)

Time each day (Occasionally = 0.5 to 2.0 hours; Frequently = 2.5 to 4.0 hours; Continuously = 4.5 or more hours)

Basic Duties	O	F	C
Drive car	O		
Operate forklift			
Ride in car	O		
Travel	O		
Use telephone			C
Type or use PC equipment			C
Sit at desk			C
Noise Level			
Very quiet (forest trail; isolation booth, etc.)			
Quiet (library; private office, etc.)			C
Moderate Noise (open office)		F	
Loud Noise (warehouse, fork trucks, etc.)			
Very Loud Noise (heavy equipment, etc.)			
Work Environment			
Wet, humid conditions (non-weather)			
Work in high, precarious places			
Fumes or airborne particles			
Toxic or caustic chemicals			
Outdoor weather conditions			
Extreme cold (non-weather)			
Extreme heat (non-weather)			
Risk of electrical shock			
Risk of radiation			
Vibration			
Other:			

Basic Functions	O	F	C
Kneel/bend/crouch/crawl/squat	O		
Talk			C
Hear			C
Climb or balance			
Reach with hands or arms	O		
Reach above shoulder level	O		
Stand or walk	O		
Use hands to finger/handle/feel			
Push/pull			
Special Vision Requirement			
Close vision (clear at 20 inches or less)			C
Distance vision (clear at 20 inches or more)			C
Color vision (identify & distinguish colors)			
Peripheral vision (Observe up/down/left right)			
Depth perception (3 D; judge distance)			
Ability to adjust focus			C
Lifting/Carrying			
Up to 25 lbs.	O		
Up to 50 lbs.			
Up to 100 lbs.			
More than 100 lbs.			
Working Hours			
Physical presence during work hours		F	
Weekends	O		
Overtime	O		

Manager's Approval

Date

Human Resource's Approval

Date

Employee's Signature

Date