

Housing Program Manager



Job Title:	Housing Program Manager
Reports To:	Director of Housing
FLSA Status:	Exempt
Supervises:	Support Specialists, Case Managers I/II and Housing Navigators
Employment Status:	Full-time (40 hours/week)
Salary Range:	\$64,480 - \$70,720 Annually
Schedule:	Schedules may vary, but the position may require evening, weekend & holiday coverage

Organization: Grandma's House of Hope (GHH) empowers the invisible populations of Orange County by serving those who truly slip between the cracks of other programs. Founded in 2004, GHH fills gaps in basic needs by providing wrap-around shelter services to Orange County's most vulnerable, underserved and socio-economically disadvantaged women and men. Our welcoming homes nurture hope, our case managers promote growth, our counseling partners facilitate healing, and our housing navigators guide our participants toward stability. Our goal is for our participants to graduate to permanent housing as stronger, more confident, and autonomous individuals through these holistic resources. In our work, we value love and compassion, respect and acceptance, and honesty and integrity. Every day we work toward the realization of our vision: a thriving, supportive community full of caring and productive individuals where everyone has a safe place to call home. For more information on GHH, please visit our website at www.grandmashouseofhope.org.

Position: The Housing Program Manager is primarily responsible for ensuring the participants in the Housing Program are provided the environment, resources, support, case management, and outside services necessary for successful achievement of their individualized objectives and goals. These typically include but are not limited to the attainment and maintenance of sobriety, income, and physical and mental health stability, and ultimately, successful transition to permanent housing.

Qualifications:

- Employment Eligibility Verification
- Reliable transportation and valid California Driver's License
- Ongoing, active automobile insurance that complies with state requirements

Education/Experience:

- Minimum four years of direct human services experience required, with demonstrated experience working with individuals with trauma histories, mental health disabilities and/or substance use disorders; two years of case management experience preferred
- One year of experience providing direct services in a housing, shelter, or group home setting strongly preferred
- Prior supervisory experience is preferred, though not required
- Bachelor's degree in a human service-related field
- Proven success motivating people and leading groups

Other Skills:

- Professional verbal and written communication skills
- Excellent customer relations and relationship-building skills
- Exceptional organizational, planning, and coordination skills
- Intermediate computer skills
- Independent decision-making skills

- Excellent boundary-setting skills
- Proven skill in delivering trauma-informed care using a strengths-based, client-centered model
- Exceptional crisis management and risk mitigation skills
- Demonstrated understanding and commitment to Housing First principles
- Proven desire to support and work with an extremely diverse population without judgment or bias
- Prior experience with HMIS and grant reporting is strongly preferred

Responsibilities:

- Plan, direct, oversee and coordinate all aspects of the Housing Program's operations
- Ensure Housing Program procedures, policies, files, practices, and all other components are in compliance with all contractual, organizational, and legal requirements
- Maintain strictest confidentiality on participants' identities, backgrounds, circumstances, program performance, mental and physical health diagnoses, and medications at all times except with parties with whom we have a current signed release of information
- Establish and track progress on participants' individualized objectives and goals; provide additional support, connections to resources and services, and onsite resources and services as needed to ensure participants have every opportunity to successfully achieve their goals and objectives
- Provide direct case management to participants as needed; supervise all case management and housing navigation activities carried out by employees to ensure participants receive excellent service
- Build and maintain partnerships with organizations that can provide supplemental services and resources to our participants; coordinate these partners' activities.
- Maintain accurate participant, activity, service and database records (using the HMIS database); process and analyze participant demographic and activity reports
- Ensure volunteer Community Leaders comply with all programmatic and organizational policies, procedures and expectations, including but not limited to medication securement, medication supervision, fairness in addressing problem behaviors, and excellent communication with Program Managers about participant- and facility-related concerns
- Provide timely, accurate, and unbiased communication about participant-, program-, partner-, and facility-related successes and concerns to the COO
- Serve as the on-call staff member to respond to emergencies across the entire Housing Program one week out of every four weeks
- Respond to program-related crises quickly, fairly, thoroughly and appropriately
- Other duties as assigned by the CEO and/or COO

Secondary Duties

- Generate accurate reports on activities, when requested
- Attend meetings and events as assigned
- Provide general support to the COO and designated staff as requested

Physical Demands: In the course of performing this job, the Housing Program Manager typically will spend time sitting, walking, standing, listening/speaking, writing and operating a personal computer. S/he will be required to drive an automobile or use public transportation to attend meetings within the community. S/he is expected to lift and carry office records and supplies up to 40 lbs on an occasional basis. Reasonable accommodations may be arranged to enable individuals with disabilities to perform essential duties of the job.

Requires some travel throughout north Orange County; therefore this position must have reliable transportation, a valid California Driver's License, and ongoing, active automobile insurance that complies with state requirements. If applicants use public transportation, they should consult with Human Resources regarding applicable requirements.

Work Environment: The noise level in the work environment is usually moderate and fast paced. While performing the duties of this position, the employee is occasionally exposed to outside weather conditions when

driving to and from meetings. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Benefits: GHH has a generous benefits package, including 13 paid holidays, sick pay, vacation (PTO), time off for crime victims, retirement savings program, CaliforniaChoice healthcare plan and Concordia dental plan. Supplemental disability, accident and life insurances are available. Hybrid work schedules may be considered.

Grandma’s House Of Hope Is An Equal Opportunity Employer.

GHH actively works to foster a diverse and inclusive environment for our staff, volunteers, and participants. GHH recognizes the importance of employing people who reflect the diverse backgrounds and life experiences of our participants in order to create a welcoming program. GHH’s staff reflects that commitment, allowing us to relate to our participants linguistically and culturally. We believe that these lived experiences among our staff allow us to relate at a deeper, more authentic level with our participants.

We celebrate our inclusive work environment and encourage folks of all backgrounds and perspectives to apply. We are committed to having an inclusive and transparent environment where every voice is heard and acknowledged. We strongly encourage applications from women, people of color, LGBTQIA and other marginalized communities. GHH is committed to a barrier-free recruitment process and work environment. Please reach out to info@grandmashouseofhope.org or 714.558.8600 if any accommodations are needed.