Shelter House
More than a roof and a bed

Our mission is to provide safe shelter and help people improve the quality of their lives as they move beyond homelessness.

Visit shelterhouseiowa.org to learn more!

Job Description
Shelter House

Position Title: Permanent Supportive Housing Manager

Key Responsibilities:

1. Manage Permanent Supportive Housing services and units, so that participants receive high performing services in accordance Shelter House policies, mission, vision, and values.
2. Supervise and train a team of staff to deliver consistent and high-quality permanent supportive housing services to all participants.
3. Oversee and maintain the daily operations of the different permanent supportive housing properties.
4. Maintain all client records, files, and reports to ensure accuracy, confidentiality, and security.
5. Work with a team of managers to ensure all emergency and housing programs are working together to achieve high level outcomes.
6. Provide on-call support as needed.

Reports to: Housing Services Director

1. ***Key Responsibility 1:*** Manage Permanent Supportive Housing services and units, so that participants receive high performing services in accordance Shelter House policies, mission, vision, and values.

   So That:

   - A trauma-informed workplace is achieved and maintained demonstrating a balance of kindness, competence and care toward self, others with whom we work, and those for whom we provide care.
   - You deliver high quality crisis intervention and seek appropriate support to assist in difficult or emergency tenant, participant, and client situations.
   - Implement project plans to operationalize a single site apartment complex.
   - All case management and program staff in Permanent Supportive Housing receive thorough job onboarding and training, so they are able to fulfill the complete scope of their job duties while understanding the broader Shelter House mission and vision.
   - The various program admission processes are managed efficiently, quickly, and in line with program standards including participation in coordinated entry.
   - You carry out the various program or housing appeals processes respectfully, timely, and consistent to Shelter House policies, procedures, and mission—including request for accommodations.
   - Tracking and monitoring systems are accurate and up-to-date daily, including ServicePoint records, staff/event logs, and wait lists.

1. ***Key Responsibility 2:*** Supervise and train a team of staff and professional volunteers to deliver consistent and high quality permanent supportive housing services to all program participants.
   So That:
   a. A trauma-informed workplace is achieved and maintained demonstrating a balance of kindness, competence and care toward self, others with whom we work, and those for whom we provide care.

b. Individual positions receive appropriate staff development to meet their responsibilities via on-the-job training, out of office training, or other targeted techniques as needed.
c. Regularly scheduled meetings are facilitated with case management and program staff to communicate about emerging and on-going department business.
d. All shifts for programs are adequately covered with little to no overtime accrued outside of short-term crisis situations. If additional staff are needed to cover shifts, this is communicated to your supervisor in a quick and efficient manner.
e. Staff attend and are actively engaged in required agency meetings, such as all-staff and department meetings

2. **Key Responsibility 3**: Oversee and maintain the daily operations of the different housing properties.

So That:

- Ensure all properties meet all local ordinances for safety, and respond to all property management issues quickly.
- Assures quality customer relations with tenants, outside agencies and the public resolving questions, concerns, and complaints.
- Ensures compliance with NHTF, HUD, IFA HOME and CDBG rules and regulations.
- Fair housing and local laws are followed in a consistent and customary way, including leasing, rent collection, and individual unit inspections.
- Assist in obtaining and processing rental applications, handle rent collections and deposits, move-ins and outs, and annual re-certifications.
- All common areas in properties are clean, organized, and well-supplied.
- Any units owned or leased by Shelter House are regularly inspected to meet HQS standards, City permit requirements and lease terms.
- The property management system (Yardi) is utilized and kept up to date.

3. ***Key Responsibility 4:*** Maintain all client records, files, and reports to ensure accuracy, confidentiality, and security.

So That:

- Confidentiality in client information is maintained at all times.
- Intake and exit procedures are thoroughly conducted in a timely manner, including ServicePoint HMIS documentation and other agency required paperwork.
- Appropriate program forms pertinent to client confidentiality are organized, as complete as possible, and secure.
- Program requirements for all permanent supportive housing units are met in accordance with their respective funding sources (HUD, HOME, Housing Trust Fund, Iowa Finance Authority) and documentation for each tenant, participant, or client is maintained in a manner that meets the standards required for any program audits.
- All staff workspaces are organized and maintain client confidentiality.

4. ***Key Responsibility5 :*** Work with a team of managers to ensure all emergency and housing programs are working together to achieve high level outcomes.

So That:

- You are actively engaged with other department managers to work towards improvements in programming and service delivery, through identification of areas of improvement and through the strategic planning process.
- You attend and are actively engaged in required agency meetings, such as all-staff and department meetings.
- You complete other duties as assigned by the Housing Services Director.

5. ***Key Responsibility 6:*** Provide on-call support as needed.

   So That:
   - You work with a team of other staff in a rotating on-call system that provides support to staff after regular business hours.
   - You are available by phone for support.
   - Emergencies are able to be covered by you after hours when you are the on-call contact.

Qualifications:

1. Bachelor's or Master's degree in social work, counseling, or a related human services field preferred.
2. Experience working in services for homelessness, mental health, substance abuse.
3. Enthusiastic about Housing First approach.
4. Commitment to and previous experience in, developing a trauma-informed workplace that demonstrates a balance of kindness, competence, and care toward self, colleagues, and populations served.
5. Strong competency in Windows based computer environment and Microsoft Office Suite.
6. Demonstrated commitment to Shelter House's mission and vision.

Preferred Qualifications:

1. Progressive experience in permanent supportive housing services for populations experiencing homelessness.
2. Experience in federally and state funded programs addressing emergency services and housing.