



Housing Manager Job Description Bilingual preferred

sonoma county

As an affiliate of an international membership organization, the YWCA Sonoma County has devoted the past 35 years to empowering women and affirming the worth of all people, regardless of gender or race.

At the heart of the YWCA's programs are our domestic violence services. We provide a wide range of services to victims of domestic violence and their children so they can heal, become self-sufficient, and return productively to the community.

Position:	Housing Manager	Wage:	\$28.00-\$32.00
Department:	Domestic Violence Services (DVS)	Pay Basis:	Biweekly
Reports To:	Chief Program Officer	FLSA Status:	Non-Exempt
Hours/Week:	40	Benefits:	Eligible at 1.0 FTE
Employment Status:	Full time		

As a YWCA employee, you'll enjoy knowing that every day you make a difference in the lives of people who seek our services. You'll be an integral part of a culture that celebrates individual contributions and values meaningful work and authentic connections.

YWCA's dedication to our mission is only equal to our dedication to our employees.

Benefits:

- Comprehensive benefit program including employer-paid medical and dental
- 16 paid holidays
- Retirement plan that contributes up to 14 (%) percent
- 12 paid sick / 10 paid vacation days your first year, increasing with length of service
- Tuition Reimbursement Program
- Employee Assistance Program
- A feedback culture that is mission driven by meaningful work and authentic connections, where individuals are celebrated and appreciated.

"My experience... has exceeded my expectations ten-fold. I'm so happy to be a part of a team who values autonomy, empowerment, emotional connection, and motivation to do what is right."

- *YWCA Team Member*

Position Summary

The Housing Manager works closely with the Chief Program Officer (CPO) to ensure housing grant objectives are met and the program adheres to grant guidelines. The Housing Manager ensures the program connects our most vulnerable community members with property owners and managers in order to help tenants rent and live in the private housing market and increase economic stability. This position is responsible for coordination of service delivery for the Moving into Safety programs, a component of the Domestic Violence Services Program. The Housing Manager may maintain a light case load, oversee the day-to-day operations of the housing program, and be responsible for hiring, supervising, training, assessing, and providing on-going feedback and coaching to staff of Housing Navigators.

The Housing Manager will supervise the Housing Navigators who coordinate housing and supportive services for individuals and their children who are experiencing homelessness due to domestic violence. The Housing Manager and MIS team will work extensively with community resources to identify more housing opportunities as well as expedite the process of obtaining and maintaining safe housing. The Housing Manager and MIS team provides services

including community outreach, prospective landlord identification & recruitment, housing searches, lease/contract negotiation, unit inspections for compliance with federal housing quality standards, coordination with local housing entities, acting as a liaison with tenants & landlords, and mediating complaints/concerns to proactively prevent returns to homelessness.

This position will work extensively with program participants to secure permanent housing and to coordinate supportive services through Rapid Re-Housing and other funding sources. The position will provide advocacy to program participants and help them to connect with other supportive services offered by YWCASC as needed.

This is a high-profile, public interaction position requiring a high degree of compassion, empathy, professionalism and a constant awareness that the employee is often one of the first contacts with whom the victim discloses related experiences. Public presentations to promote awareness and provide education in the community about domestic violence is occasionally required. If the incumbent is bilingual, s/he may provide translation services as necessary.

Essential Tasks

• Advocacy and Community Relations

- Manage the day-to-day operations of the housing program including supervising, training, and coaching staff, conducting annual employee performance reviews.
- Conducts outreach to property owners and managers, distribute program materials, and communicate the benefits of participation in the program. Builds long-lasting relationships with property managers, landlords, owners, and firms to expand the scope of participation. Negotiates leases and contracts with property owners, and implements housing assistance contracts and leases between property owners and tenants.
- Performs housing unit inspections for compliance with federal housing quality standards, to include mediating owner and tenant complaints
- Provides in-depth and ongoing training for Moving into Safety programs. In collaboration with the Chief Program Officer, revises and updates procedures, tracking, and forms as needed.
- Coordinates the conduction of program intake (aligned with appropriate funding guidelines) including assessment of safety and housing needs;
- Coordinates housing searches, survivor advocacy support including liaising with landlords, and financial management assistance (as needed) for the client to secure permanent and safe housing and to support housing retention of program participants
- Coordinates the on-going support and follow up of survivors in the development of individualized plans that promote empowerment, enhance safety and identify/reduce barriers for clients and their families.
- Advocates for clients through working with other community agencies, justice systems, and resource systems at all levels;
- Provides information and referrals concerning legal, health, housing, public entitlements, family functioning and dynamics, substance abuse and other service needs. Assists in the development and use of personal and community resources;
- Provides housing searches, survivor advocacy support including liaising with landlords, and financial management assistance (as needed) for the client to secure permanent and safe housing and to support housing retention of program participants
- Provides on-going support and follow up; and supports survivors in the development of individualized plans that promote empowerment, enhance safety and identify/reduce barriers for clients and their families.

• Program Reporting

- May maintains a case load, including accurate record keeping through appropriate electronic data entry and documentation in client files (aligned with YWCASC and funding reporting requirements). All entries are done in a timely manner in accordance with program requirements.
- Participate in program audits and reviews.
- Responsible for ensuring Moving into Safety team compliance with documentation and database entry requirements. Ensures accuracy of data entry for completion of weekly, monthly and annual reports, maintaining current client data, documenting all contact with clients, and providing accurate narrative and statistical reports in a timely manner.

- **Program Supervision**
 - Hire, train and supervised program staff to meet program goals and objectives. Conduct employee performance reviews and assess ongoing training needs to ensure staff have the necessary skills to be successful in their positions and meet all funding requirements.
 - Conduct staff meetings and address program issues as they arise.
 - Monitor staff workloads and use coaching and organizational skills to enhance productivity.

- **Fiscal Management**
 - Works closely with CPO and CFO to ensure grant funds are spent timely and are aligned with grant requirements
 - Obtains and submits all supportive documentation for program expenses
 - Works with MIS team, program participants, service providers and landlords to administer supportive funding

- **Public Speaking**
 - Provides presentations on the dynamics of domestic violence, supporting survivors, and available services. Presents materials to a variety of groups on a wide range of topics upon request around issues of the elimination of domestic violence. Updates materials prior to presentation according to established procedures.

- **Performs other duties as requested**

Prerequisite Qualifications

The candidate must meet the following criteria to be considered for employment in this position:

Experience/Education:

- A combination of education, training and experience that would provide the opportunity to acquire the knowledge, skills and abilities necessary to perform the functions of the job.
- **A minimum of three-years of supervisory experience**, including hiring, training/ coaching employees
- Excellent oral, written and interpersonal communication skills, including ability to relate to diverse clientele via telephone and in person.
- Detail orientation and excellent math aptitude
- High school diploma or equivalent.
- Microsoft Office proficiency

Knowledge & Skills:

- Knowledge of Sonoma County housing environment (real-estate or rental management experience strongly preferred)
- Fiscal management experience
- Knowledge of or ability to acquire knowledge of basic principles of the dynamics of domestic violence, safety, and confidentiality (strongly preferred)
- **Bilingual/Spanish (strongly preferred)**
- Bachelor's Degree in a related field (preferred)
- Experience as group facilitator, crisis intervention and/or social work (preferred)
- The ideal candidate for this position will have experience networking with landlords, renter associations, property management companies, and other local housing providers. They will also have experience with case management and assisting clients with housing applications and vouchers. Knowledge of tenant/landlord relations and Fair Housing laws and practices is highly desired, and experience with property management and marketing techniques are beneficial.

Other:

- Ability to pass criminal background check, obtain fingerprint clearance and pass TB testing
- Prior to employment, must pass pre-employment physical and have proof of COVID-19 vaccination.
- Valid California driver's license, current auto insurance, reliable transportation for job-related events.

Post-Hire Requirements: Successful completion of the YWCA Sonoma County Domestic Violence Training Program. Course requires 40-hours of instruction. Candidates are required to take the first available class and will be scheduled by their supervisor. Exceptions to the 'first available class' are available upon supervisor approval, however the next available class must be attended and successfully completed to continue the employment relationship.