



Heading Home

Job Title: Housing Program Manager
Program: Heading Home Housing Programs
Reports To: Housing Director
Hours: 8:00am – 5:00pm

Exempt Non-Exempt

Position Summary:

The Housing Program Manager is responsible for programmatic oversight and housing implementation for individuals who qualify, via the HMIS Coordinated Assessment database (Albuquerque Heading Home (AHH) initiatives) as well as those identified through other sources (Rental Assistance, KFT). This includes programmatic oversight and development, client housing connection and direct services.

Essential Duties & Responsibilities:

Programmatic Oversight

- Works with the Housing Director to create and maintain policies and procedures pertinent to Heading Home housing programs
- Updates the AHH database as needed
- Prepares and submits reports to the Housing Director as directed
- Attends meetings on behalf of the Housing Director as needed
- Oversees the NowPow referral system
- Oversees the motel vouchers and is responsible for tracking all vouchers and expenditures
- Participates in community events and community forums, as needed, to develop opportunities to promote agency goals.

Housing

- Identifies qualified individuals from the Coordinated Assessment list and completes all required documentation with clients who to be housed through Heading Home housing programs
- Works collaboratively with the Albuquerque Housing Authority on the utilization of TBRA vouchers
- Coordinates briefings and lease signings and attends as needed
- Coordinates annual housing inspections with the Housing Inspector
- Conducts annual updates for Rental Assistance Clients
- Assists in the facilitation of the bi-weekly Care Committee Meetings
- Works collaboratively with the case management agencies and the in-house case manager
- Coordinates open office hours and attends to client needs
- Provides advocacy and linkages for clients
- Coordinates monthly P2P luncheon

- Must be HMIS certified or able to achieve certification
- Cultivates and maintains relationships with landlords in Bernalillo County
- Completes VI-SPDAT surveys as needed
- Completes other duties, as assigned

The responsibility of all Heading Home employees includes the following:

- Always represent and promote Heading Home in a positive and professional manner.
- Maintain good attendance and punctuality in keeping with Heading Home Policies.
- Attend all staff and organizational meetings as required.
- Observe and practice safe work habits and practices in compliance with regulations, statutes and organizational policies.
- Maintain client, resident, guest and organizational confidentiality in compliance with organizational policies and procedures.
- Read, understand and comply with all guidelines of the Heading Home Employee Handbook.

Qualifications:

To perform this job successfully, the individual must have excellent communication and interpersonal skills, must be able to think strategically and act quickly, and must work well with others across a broad spectrum of situations. The person will have demonstrated capacity in program management and task delegation. The requirements listed below are representative of the knowledge, skill, and/or ability necessary to satisfactorily perform the duties of the Housing Program Manager. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

Bachelor's Degree in Social Work, Social Services or related field. In the absence of a pertinent degree, individuals with commensurate work experience related to the Housing Program Manager position may be considered for the position. Three years of experience in case management and strong administrative skills are a must with a minimum of two years of experience in managing programs that serve individuals experiencing homelessness or other low-income populations. Past military service and working knowledge about issues of homelessness, direct client service, community resources and housing vouchers are all preferred.

Skills:

- Excellent computer and keyboarding skills.
- Experience in running meetings and delegating tasks.
- Ability to communicate effectively both orally and in writing.
- Ability to maintain positive interpersonal skills across a broad range of professional situations.
- Ability to meet deadlines.

- Knowledge of Microsoft Word, Excel, PowerPoint, and Outlook.
- Knowledge of area service providers and community resources.
- Knowledge of similar community programs.
- Ability to communicate effectively orally and in writing.

Other Requirements

- Valid New Mexico driver's license and reliable transportation.
- Ability to navigate stairs, ladders, ramps and uneven terrain.
- *CPR/ First Aid Certification or ability to become certified within 30 days of hire.

This job description does not constitute an employment agreement between the employer and employee. This document is subject to change by the employer as the needs of the employer and requirements of the job change.

Signature: _____ Date: _____
Program Manager

Signature: _____ Date: _____
Housing Director

If you are interested in this position please email a cover letter and resumé to our Housing Director Dorothee Otero at DorotheeO@HeadingHome.org