



## **Heading Home**

**Job Title:** RRH Housing Program Manager/HQS Inspector  
**Program:** Heading Home Housing Programs  
**Reports To:** Housing Director  
**Hours:** 9:00pm – 5:00am

Exempt  Non-Exempt

### **Position Summary:**

The RRH Housing Program Manager is responsible for programmatic oversight and housing implementation for individuals who qualify, via the CES, for Rapid Rehousing Assistance. This includes programmatic oversight and development, client housing connection, landlord recruitment and retention, HQS inspections, and direct services.

### **Essential Duties & Responsibilities:**

#### Programmatic Oversight

- Works with the Housing Program Director to create and maintain policies and procedures pertinent to this ESG funded program
- Updates the client database as needed
- Prepares and submits reports to the Housing Program Director as directed
- Attends meetings on behalf of the Housing Program Director as needed
- Approves individuals and families for motel vouchers
- 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
- Coordinates briefings and attends lease-ups
- Tracks and performs initial HQS inspections and repeat inspections as needed
- Provides advocacy and linkages for clients
- 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. Must be HQS certified or trained. 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: \_\_\_\_\_  
Housing 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](mailto:DorotheeO@HeadingHome.org)