



## Housing Manager

### Housing Department

#### **Mission Statement:**

*Father Bill's & MainSpring is committed to ending and preventing homelessness in Southern Massachusetts with programs that provide emergency and permanent housing and help people obtain skills, jobs, housing, and services. We help people who are struggling with homelessness or are at risk of homelessness to achieve self-sufficiency.*

Father Bill's & MainSpring is a growing and dynamic social service agency with particular expertise in emergency and permanent housing, job training and placement, and prevention services for individuals and families in need. Over the next five years, our strategic focus includes an increase in affordable, permanent supportive housing, a more efficient model of care for families experiencing homelessness, commitment to an enhanced delivery model to reduce the need for shelter, and improved community relations in order to achieve these goals. Our staff are thoughtful and caring individuals who share our passion for these ideals and creative approaches to helping people improve their lives.

We offer a generous benefits package and a comprehensive orientation and training program, as well as ample opportunities for advancement for qualified individuals who show a commitment to our Mission.

#### **Position Summary:**

Provides day-to-day oversight of the programs operated in the Plymouth Housing department, including supervision and support of the community-based case management staff, volunteers as well as contract compliance. Build and maintain community partnerships in Plymouth County, including both Plymouth and Wareham. FBMS has an excellent reputation and strong relationships with many public funders and nonprofit partners. It also has a longstanding commitment to program and strategic planning, and to evaluation of its performance outcomes and trends. This individual will continue to strengthen, develop, and expand this work. Master's degree in social work or related field; or equivalent combination of education and experience.

#### **Essential Responsibilities:**

- Coordinate and oversee the Regional Housing Program, primarily funded by HUD, ensuring a Housing 1<sup>st</sup> philosophy that is aligned with agency mission.
- Build and maintain relationships with partners to support local efforts to end homelessness. Coordinate with stakeholders on a regular basis, resolving disputes or areas of concern. Facilitate communication between departments (primarily triage programs) to ensure smooth movement of participants into the housing program.
- Supervise, monitor and support case management and volunteer staff.
- Monitor data quality & reporting and participant program files for accuracy and completeness.
- Provide regular individual and group supervision and support to case management team and volunteer staff, providing opportunities for case planning, professional development and feedback on performance.
- Manage the Plymouth winter seasonal shelter with support from local partners, churches and volunteers.
- Lead and facilitate regular team and interdepartmental meetings including, but not limited to, housing team and housing candidate meetings where individuals and families are presented for housing opportunities.

- Monitor utilization of subsidies in the region to ensure full occupancy.
- Perform frequent reviews of client/program participant files to ensure compliance with contract requirements and agency policies.
- Participate in the coordination of Housing Department Meetings which provide opportunities for peer support, training, and open communication for agency strategizing best practices.
- Perform assessments of need/appropriateness for housing in response to requests for homelessness prevention assistance and permanent supportive housing.
- Coordinate and participate in individuals' and/or families team meetings for treatment planning that supports a "housing first and harm reduction" philosophy.

#### Skills & Competencies:

- Empathy: An understanding and empathy for those dealing with homelessness and related issues.
- Professionalism: Maintains the highest level of professionalism in the delivery of services, building of relationships, collaboration with co-workers, and representation of Father Bill's & MainSpring within the organization and the community.
- Communication: Speaks appropriately in positive and/or negative conversations with supervisors, co-workers, volunteers, donors and constituents; Articulates the goals of Father Bill's & MainSpring.
- Record-Keeping: Routine clerical or record-keeping incidental to the essential responsibilities of the job (including, but not limited to, data entry and case file updates).
- Job Knowledge: Possesses the practical and technical knowledge required on the job.
- Attendance: Acceptable overall attendance record, consistently at work and on time.
- Reliability: Relied upon regarding task completion and follow-up. Follows instructions, responds to management direction and solicits feedback to improve performance.
- Initiative: Seeks out new assignments and is willing to be flexible with additional duties.
- Adherence to Policy: Follows safety and workplace expectations, regulations and processes as defined in the Employee Handbook.
- Work Ethic: Demonstrates a commitment to the Mission and adheres to the Operating Principles of Father Bill's & MainSpring and works as part of a team toward a common goal.

#### Other:

- Safety & Security: Actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.
- Travel: Local travel may be required. Valid driver's license and good driving record required.
- Physical Demands: *The demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations under the Americans with Disabilities Act (ADA) may be made to enable individuals with disabilities to perform the essential functions.*
  - Must be able to verbally convey detailed information or important instructions or ideas accurately or quickly. Must be able to hear average or normal conversations and receive ordinary information. Average visual acuity is necessary.

This job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities required of the employee. Other duties as assigned may be part of the job.

Father Bill's & MainSpring is an equal opportunity employer.