

EMERGENCY FAMILY ASSISTANCE ASSOCIATION JOB DESCRIPTION

Job Title:	Housing Programs Manager	
Hours of Work:	40 hours per week Monday-Friday. Work hours are 8:30 am - 5:00 pm with occasional evening hours with some flexibility as determined by the supervisor and employee	
Reports to:	Director of Programs	
Supervises:	Housing Case Manager Team and Volunteers as appropriate.	
Worksite:	EFAA Office	1575 Yarmouth Ave, Boulder
	16th Street	4650 16th Street, Boulder
	Triplex	4700-4708 18th St, Boulder
	ECHO House	929 Marine Street, Boulder
	Garfield	1606 Garfield Ave, Louisville
	North Carr	201 N. Carr, Lafayette
	Atwood	811 & 819 Atwood, Longmont

Position Summary

This position is responsible for the development, planning, evaluation and implementation of EFAA's short term and transitional housing programs serving families experiencing homelessness. The position is responsible for overseeing the case management team providing property management and case management services. This role maintains, collects and analyzes program-related data and prepares reports; works with community groups who support the Housing Program; and collaborates with other internal departments. The Housing Program Manager chairs EFAA's Property Management Team and oversees effective implementation of the systems and procedures set forth in EFAA's Property Management Plan vis-a-vis the housing sites. The Housing Program Manager will work with the Director of Programs and the Executive Director in determining any expansion or capital needs of housing homeless families in EFAA's catchment area, as part of a long-range plan for EFAA's housing program. They will also be asked from time to time to represent EFAA in community collaborations where housing and family homelessness issues are being addressed.

Supervision: Supervisors are responsible for hiring, training, and evaluating supervised positions consistent with EFAA policies and procedures including annual evaluations and professional development plans for staff members. Documentation and paperwork related to supervisor responsibilities (hiring documents, compensation sheets, timesheets/absence reports, evaluations / quarterly reviews) completed in a timely and accurate manner.

About EFAA

EFAA's mission is to provide stabilizing services, innovative programs, and transformative advocacy to strengthen families and create a thriving community. For over 100 years, EFAA has provided a local safety net to vulnerable households and has increasingly developed deeper programming to more systemically reduce poverty, prevent homelessness, build family resilience and create a more equitable community.

Essential Functions

General Program Management

- Utilizing best practices, provide support and guidance to case managers in working with participants; obtaining appropriate staff training and professional development; advocating for needed resources; and working collaboratively with external communities.
- Participate in all aspects of Program Team development and management under the guidance of the Director of Programs.
- As needed, provides program input, reports, and participant stories in support of grant writing and other EFAA fundraisings activities.
- Adhere to and practice EFAA Safety Rules. Responsible for ensuring housing volunteers and supervised staff adheres to EFAA safety rules at all times. Take proper safety precautions, anticipate unsafe circumstances and act accordingly to prevent accidents.
- Attend internal and external meetings as appropriate (weekly Program Team meetings, all staff meetings, Program Leadership team, housing team meetings, group/individual supervision and other ad hoc work team meetings as appropriate.). Serve as secondary staff liaison to the Program Committee of the Board.
- Plan coverage for absent Housing Case managers, and as necessary provide actual coverage. Be a back-up for the Basic Needs Manager, Family Strengthening Manager, and Director of Programs, as requested.
- Support EFAA's Strategic Education efforts around housing and family homelessness, and interface with community systems addressing these issues.

Housing Programs Management

- Oversee all aspects of EFAA's housing programs, including short and long range planning, implementation, data collection/reporting, and program evaluation.
- Be fully knowledgeable and skilled at all aspects of short-term and transitional housing case management.
- Responsible for budget management of all Housing-related program income and expenses within areas of authority, responsibility and accountability.
- Track and report on housing service delivery for management, program evaluation and funding purposes.
- Ensure housing sites are in compliance with local covenants and regulations as applicable
- Make projections, evaluate trends and make recommendations regarding program guidelines, policies, resources and staffing.
- Maintain positive working relationships with other agencies and groups working with and/or providing housing resources to low income families or serving as referral agencies into EFAA housing.
- Support program managers in navigating challenging and layered participant circumstances through a strengths-based and trauma-informed approach
- Develop facility with, expertise on, and fully utilize participant database systems for reporting on and managing the housing programs. Regularly audit all Transitional and, Short-term Housing hard copies and participant database files. Train and hold all housing case managers accountable for completing accurate and timely documentation.
- Support a volunteer plan for the housing program (with Director of Volunteer Services as lead) which identifies opportunities for volunteer recruitment, training and supervision of housing related volunteers. Include community engagement strategies and show significant increased utilization of volunteers in the housing program.

- Utilizing a team approach, select, hire, train, supervise and evaluate Housing Case Managers.
- Working with the Director of Programs and the Executive Director, provide input and assessment for the evaluation of need for levels of housing services, specifically evaluate need and location of potential additional units of housing.
- Manage the concurrent program and staffing needs based on housing stock.

Management

- Manage the Housing Department to ensure cohesion, collaboration, and success of programming / outcomes
- Provide excellent direct supervision to staff, including coaching/mentoring, evaluation, and support of professional development
- Evaluate staff work programs to the end that they support achievement of department goal
- Prepare and manage department budget to meet objectives with available resources and monitor department expenditures against budget.

Property Management Functions:

- Supervises Housing Case Managers in their property management functions; Ensures that property management guidelines and policies are carried out effectively by the property management team.
- Responsible for determining, documenting and communicating any appeals approved for waiver or reduction of damage deposits and late fees, or conducting exiting residents from housing programs including evictions.
- Carries out reporting requirements as requested by the Director of Programs and/or Property Manager on property management issues (e.g. vacancy rates, policy compliance reports);
- Address any issues with implementation or interpretation of property management policies.
- In collaboration with the Maintenance Supervisor, provide oversight of the condition of EFAA apartments and housing sites, compliance.
- Support development and implementation of practices and protocols to support families in EFAA housing being good tenants.
- Attend court and other eviction related hearings, as needed
- Chairs property management meetings

The duties and responsibilities described are not a comprehensive list and that additional tasks may be assigned as necessitated by organizational demands.

Qualifications/Skills:

Required:

- Related undergraduate degree or relevant experience
- 3+ years as a case manager working with low-income and ethnically diverse households
- Experience demonstrating leadership capacity
- Excellent oral and written skills
- Experience with housing for people experiencing homelessness, transitional housing, or housing programming
- Public speaking experience
- Budget management
- Commitment to EFAA's mission and to the principles of diversity, equity and inclusion

Preferred:

- Master's Degrees in a related field such as Social Work, Sociology, Child and Family Studies or relevant experience
- 2+ years in managing case managers or similar position
- Knowledge of Boulder County resources
- Ability to speak, read, and write Spanish

Working Environment, Physical Activities and Equipment Used:

Typical office environment. Regularly uses computers for data input and other work.

Compensation

This is a full-time position (100% FTE) or 40 hours per week. The salary range for this position is \$55,000 - \$60,000. Competitive pay commensurate with education and experience.

Why You Should Apply

EFAA's culture is employee-focused, providing access to a generous benefits package including:

- Competitive paid time off and holidays
- Choice of employer-paid health insurance plans, including family coverage options
- Employer paid Simple IRA contributions
- RTD Ecopass
- Language bonus for bilingual English / Spanish employees
- Family friendly policies and practices
- A commitment to professional development and training

How to Apply

Please email your cover letter and resume to resumes@efaa.org with the subject line "Housing Programs Manager". Applications will be reviewed on a rolling basis.

Non-Discrimination Policy

Our people are the foundation of who we are as an organization. Attracting, hiring and retaining diverse talent enables us to be more innovative and better serve our employees, volunteers, participants, and the community. EFAA is dedicated to the principles of equal employment opportunity (EEO). We are committed to recruiting, hiring, training and promoting qualified people of all backgrounds, regardless of age, race, sex, color, religion, creed, national origin or ancestry, disability, military status, familial status, sexual orientation, gender identity or expression, genetic information or characteristics, parenthood, custody of a minor child, pregnancy or any protected class under applicable Federal, State or local laws that is not listed above.