

SECOND STEP HOUSING - JOB DESCRIPTION

Job Title:	Housing Services Manager	Status:	Exempt
Reports to:	Executive Director	Shifts/Hours:	1.0 FTE (40 hours per week)
Salary:	\$52,000/year plus benefits		

JOB SUMMARY

Works autonomously and collectively as an empowered staff member of Second Step Housing. Participates in the design, implementation, and ongoing delivery of housing services. This position is responsible for designing and implementing transitional and permanent housing programs.

ESSENTIAL JOB FUNCTIONS

1. In consultation with the executive director organize, design and develop program structure.
2. Provide case management services to residents participating in transitional housing programs.
3. Provide service coordination for residents of permanent affordable housing properties.
4. Work with the executive director to establish program budgets and monitor and maintain budgets for appropriate flow of income and expenditures.
5. Develop and/or adapt program procedures and policies to ensure compliance with funding requirements.
6. Write and submit all required reports to partners and funders.
7. Evaluate and monitor program operations to ensure effectiveness.
8. Develop new and/or review existing manuals pertaining to program policy, procedures, and operating instructions.
9. Utilize community resources to supplement services, with the goal of attaining long-term housing stability.
10. Work collaboratively with co-workers and personnel from other agencies with whom we interact.
11. Complete all required documentation in an accurate, complete, and timely manner per agency policies and procedures.
12. Actively contribute to program development by participating in agency meetings, serving on committees of the Second Step board of directors and other community serving agencies, and undertaking agreed upon independent projects for the improvement of the agency and enhancement of services.
13. Maintain the safety, security, and confidentiality of residents and their families.
14. Ensure own professional development. Contribute to the overall professional development of the agency.

GENERAL QUALIFICATIONS: EXPERIENCE, KNOWLEDGE, SKILLS

- A strong background in case management, program design and management.
- A strong commitment to the right of each resident to have access to safe, stable housing and support services.
- A strong commitment to working collaboratively, assertively and interdependently with co-workers.
- Promote and respect the worth and dignity of each resident.
- Must possess the skills and competence necessary to establish and maintain supportive, collaborative, and effective relationships with residents.
- Ability to develop, coordinate and evaluate a housing program for continual improvement.
- Ability to develop clear, concise and pertinent procedures, policies, instructions and manuals necessary to the operation and implementation of the program.
- Demonstrated ability to effectively plan and organize work to satisfactory completion.
- Excellent written and oral communication skills. Computer proficiency (Word, Excel).



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EDUCATION/LICENSURE/CERTIFICATIONS

Requires Bachelor's or Master's degree in Counseling, Social Work, Psychology or related field, valid driver's license and access to a reliable car.

WORK ENVIRONMENT

Frequent fast paced and challenging situations. Potential for occasional exposure to conflict and/or aggressive behavior. In office and community work required.

REASONABLE ACCOMMODATIONS WILL BE MADE FOR QUALIFIED APPLICANTS WITH DISABILITIES

Interested applicants are asked to submit a resume, cover letter, and three professional references to Tim Foley:
tfoley@secondstephousing.org