

JOB DESCRIPTION

TITLE: Housing Program Manager
EMPLOYMENT STATUS: Full time, Exempt
REPORT TO: Director of Community Economic Development

OVERVIEW

This position is responsible for managing HAP's Housing programs including but not limited to housing counseling services, affordable housing development, and supportive housing services such as the Family Homelessness Prevention and Assistance Program (FHPAP). In addition to supervision of the housing programs, this position will also provide intensive case management for FHPAP, documenting all program outcomes, and reporting to funders. The Housing Program Manager will assist with conducting community outreach to ensure community members are aware of and have access to HAP's housing programs. The Housing Program Manager is responsible for assisting the Program Director to evaluate and improve programming and services. This position promotes a positive working relationship between HAP departments, partner agencies and the community.

RESPONSIBILITIES

- Manage housing programs to achieve all contractual goals/outcomes and requirements of funding sources.
- Lead initiatives to build capacity in affordable housing development and manage development projects with the City of St. Paul, Urban Homeworks, and other partner agencies.
- Implement the Family Homelessness Prevention and Assistance Program (FHPAP) and provide intensive case management to program participants.
- Conduct case assessments and establishes individual work plans for participants.
- Document all interactions with participants in case files and on online database.
- Track and maintain program data required by funders. Report program data including but not limited to:
 1. Monthly submissions of customer status report and loan closing information to HUD.
 2. Electronic submission of monthly reports to funding sources and supervisor.
 3. Submits 9902 quarterly reports to HUD via the HUD clips electronic system.
- Conduct outreach and recruit participants in order to meet program outcomes.
- Understands and is able to communicate housing policy changes and its impact on participants and HAP.
- Assess Housing staffs' understanding of program policies and procedures; develops and delivers remedial training if necessary
- Provides back-up caseload coverage for absent workers or vacant positions within unit to ensure workloads are adequately managed
- Effectively communicates program time lines, expectations and other program requirements to staff, participants, external social services providers, and other community resources.
- Ensures participants receive friendly, comprehensive, accurate, and efficient service for requests and provision of service.
- Maintains a positive, professional relationship with all staff, participants, partners and other stakeholders.
- Drafts budgets for Director's review and, when requested, assists Director to negotiate grants/contracts that enhance HAP's overall financial position.
- Closely monitors all funded programs and services to insure funds are expended according to approved budgets
- Working with Program Director, develops and implements an ongoing staff training plan that includes the following elements:
 - (a) orientation/training standards for new employees;
 - (b) individualized training to assist Housing staff to achieve or exceed job expectations

(c) program-specific training objectives, including the use of pre and post tests and other measurements

- Helps to build an effective staff team that is committed to the agency's mission and works collaboratively across HAP's programs.
- Develop and maintain data systems to track participant action steps and deadlines.
- Maintain organized, accurate, and up to date case files on each participant that includes personal information, all action plans, and all other supporting documents that covers the span of participant's time in program.
- Enter all data, including case notes, into Counselor Max and other reporting systems in a timely manner for reporting purposes.
- Submit HUD 9902 reports online by quarterly deadlines.
- Develop, review, and submit reports to funders by deadlines.
- Conduct case audits of case files to ensure compliance with program policies and procedures.
- Generate reports as necessary for Director and funders.
- Maintains a close working relationship with HAP staff, funders and partner agencies to best serve program participants' needs.
- Other duties as assigned.

QUALIFICATIONS

- Bachelor's degree in human services or related field is preferred or equivalent work experience.
- At least two years experience managing programs.
- At least 3 years of professional experience working with refugees or recent immigrants in a social service case management capacity and/or in the Housing Counseling/Lending Finance or related field.
- Experience working with homeless or low income families and substantial knowledge of affordable housing resources preferred.
- Knowledge of and experience in housing field preferred.
- Knowledge of housing policy changes at the federal and state level.
- Knowledge and experience in case management.
- Demonstrated ability to maintain detailed records and submit accurate reports in a timely manner.
- Demonstrated ability to multi-task and manage conflicting priorities.
- Demonstrated ability to meet deadlines and program outcomes.
- Demonstrated ability to supervise and train staff.
- Ability to work independently with minimal supervision, while also being a strong team player.
- **Effective bi-lingual communication skills required – both written and oral in English and at least one other language such as: Hmong, Karen, Bhutanese, etc.**
- Ability to work with persons of diverse cultural, economic and educational backgrounds.
- Ability to build rapport with participants and partner agencies.
- Knowledge of local resources and support systems available to refugees and low income families.
- Demonstrated strong communication, negotiation, and mediation skills.
- Proven ability to work in crisis situations.
- Ability to work some evenings and weekends.
- Demonstrated understanding of American culture and ability to interpret cultural differences.
- Ability to use electronic forms of communication, including ready access and responsiveness to e-mail correspondence
- Driver's license and access to a vehicle required.

PLEASE SUBMIT COVER LETTER AND RESUME TO: HR@HMONG.ORG OR FAX 651-495-1699