

HAVEN HILLS, INC.
POSITION DESCRIPTION

Position: Housing Program Supervisor
Hours: Full-Time / Non-Exempt (40 hours/week)
Reports to: Outreach Program Manager
Annual Salary Range: \$55,000 - \$65,000

RESPONSIBILITIES AND DUTIES: Under the direct supervision of the Outreach Program Manager and clinical supervision of the Clinical Director, the Housing Program Supervisor supervises two Housing Program Case Managers and supports implementation of the Housing Program. The Housing Program Supervisor provides guidance and technical assistance to Housing Case Managers; networks and establishes relationships to enhance the program and supportive services for survivors seeking housing; and manages a small client case load (3-5 households). The Housing Program Supervisor works internally and collaboratively with external agencies to ensure seamless response to survivors' needs. A successful candidate will have knowledge or is willing to learn about available housing subsidies, homeless services/funding policies and processes.

PROGRAM AND STAFF SUPERVISION

- Following established procedures, oversee day-to-day activities of the Housing Program and supervise two (2) Housing Case Managers who provide case management and supportive survivors to survivors seeking financial housing assistance or permanent housing placement.
- Meet with direct staff to coach and discuss any issues pertaining to their roles and projects; address disciplinary issues as they arise; and facilitate annual staff evaluations.
- Review and modify program procedures, forms, and collateral materials as necessary.
- Stay abreast of Housing Resources and various subsidies; and update the team/agency accordingly.
- Provide training to new and current staff on housing best practices, resources, and new/changing policies and procedures that affect housing services.
- Ensure staff are maintaining complete, accurate, and current client files with required documents and data in agency records and electronic databases to meet contract requirements.
- Maintain accurate and up to date tracking of caseloads and close out charts for inactive clients in a timely manner.
- Provide reports as requested.
- Participate in weekly staff meetings and supervision.
- Assist with organization and upkeep of the Service Center
- Learn and understand internal programs, policies, and procedures that impact client care, including confidentiality, available services, financial support, and eligibility requirements.

OUTREACH AND NETWORKING

- Develop meaningful relationships through networking and presentations to stakeholders to enhance the program and support survivors, including but not limited to landlords, property managers, and housing service agencies.
- Survey rental market for affordable housing, and advocate for clients with prospective landlords.
- Develop an internal, robust housing directory and resource list.

- Assist with coordinating/linking survivors with community partners to ensure clients are connected and receive supportive services.
- Participate in public work groups as a means of advocacy and streamlining public services. (i.e., DV Alliance, Shelter groups, DV Homeless Services Coalition etc.)

CASE MANAGEMENT

- Provide housing-related case management for clients, including, but not limited to the following:
 - Conduct comprehensive assessments and intakes with clients to collect safety, functional, environmental, financial, employment, housing, and educational information, as appropriate, to develop an effective case plan.
 - Collaborate with each client and DV Case Manager to develop creative goal plans aimed at improving overall well-being, self-sufficiency, and housing stability; perform regular assessment to ensure client is meeting goals as established to improve quality of life and outcomes.
 - Assist clients in their search for housing, completing rental applications, completing supportive and subsidized housing paperwork, interpreting leases, and understanding tenant rights and responsibilities.
 - Assist survivors to obtain financial assistance, and other basic needs as necessary, advocate on behalf of client to secure services and assist client in navigating complex systems.
 - Assist with social service advocacy, education, employment, and landlord intervention

Assist with other duties as assigned.

MINIMUM QUALIFICATIONS

- **Bilingual in Spanish required**
- Bachelor's degree in behavioral science or related field, or three or more years of experience in similar role.
- Case management and conflict resolution experience required.
- Experience working in homeless services strongly preferred.
- Experience in field of domestic violence or an understanding of the dynamics of an abusive relationship and its impact on the individual and society.
- Excellent organizational and communication skills, and be able to multi-task in crisis environment
- Ability to speak and write effectively
- State mandated 40-hour domestic violence advocate training certificate required, or completion within three months of hire.
- Ability to work with diverse populations
- Must undergo fingerprinting/background check, TB testing, and drug testing, as required
- Must provide proof of being "fully vaccinated" per the Los Angeles County Department of Public Health, Urgency Ordinance, County Code- title 2-Administration, Division 4 – Miscellaneous-Chapter 2.212 (COVID-19 vaccinations) that Haven Hills, Inc. is operating under.
- Must have a valid California driver's license, insurance, and an automobile that may be used during working hours.

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- At times may be required to lift up to 10 pounds.
- May be required to use stairs to access second floor of facility.
- Required to express or exchange ideas by means of spoken word to impart oral information to clients or the public and to convey detailed spoken instructions to other workers accurately, loudly, or quickly.
- Driving may be required

Equal Opportunity Employer: Haven Hills, Inc. is an equal opportunity employer and does not discriminate based on age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), sexual orientation, or any protected class as defined by California and federal law.”

American with Disabilities Act/Fair Employment and Housing Act Compliance Information: To comply with the Americans with Disabilities Act, the Fair Employment and Housing Act and other applicable laws ensuring equal employment opportunities to qualified individuals with a disability, reasonable accommodations are made for the known physical or mental limitations of an otherwise qualified individual with a disability unless such accommodations create an undue hardship on Haven Hills.

At-Will: This position is at-will, meaning that you or the employer may terminate at any time.

Haven Hills offers a comprehensive benefits package to its full-time employees working 40 hours or more per week. Employees meeting the full-time eligibility requirement may participate in the following:

<ul style="list-style-type: none">• Medical Coverage – Partially sponsored by Employer<ul style="list-style-type: none">○ Blue Shield of California○ Kaiser Permanente○ United Healthcare• Dental and Vision – Partially sponsored by Employer<ul style="list-style-type: none">○ United Healthcare Dental○ Vision Service Plan (VSP)• Health Care Flexible Spending Account Plan (Health Care FSA) available	<ul style="list-style-type: none">• Group Life and Accidental Death & Dismemberment (AD&D) – Fully sponsored by Employer• Voluntary Group Life and Accidental Death & Dismemberment (AD&D) and Short/Long-Term Disability Insurance options available• 401(k) Retirement Plan with employer match• OTHER: Workplace Perks Benefits (discount program) and Flexible Work Schedule.
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