



POSITION: PROGRAM MANAGER, HOUSING STABILIZATION
REPORTS TO: ASSOCIATE DIRECTOR OF PERMANENT HOUSING
CLASSIFICATION/FLSA: FULL-TIME/EXEMPT

The Housing Stabilization Program Manager (HSPM) is responsible for management and supervision of Upward Bound House (UBH's) Housing Stabilization (HS) Team. The goal of the housing stabilization function is to identify and provide access to support systems that help homeless families stay in their homes and not return to homelessness. This is achieved by providing quality case management services to participants in permanent housing by increasing access to essential services and ensuring stability, neighborhood integration and family well-being.

This position is also responsible for the oversight of the Family Reunification and Housing Stabilization programs. The Family Reunification program provides rental subsidies and case management services to families in the child welfare system where the parent(s)' homelessness is the sole barrier to the return of the child(ren). The Housing Stabilization program provides support plans to aid clients to stay in the homes. These plans include a variety of services, such as employment support, financial literacy, educational opportunities, substance addiction and health treatment, and youth programs such as after-school academic support, field trips, and art projects.

The HSPM is responsible for day to day supervision of all HS staff, including job performance counseling or disciplinary action, as needed, and conducting regular job performance reviews; oversight and decision-making with respect to the Program's contractual responsibilities including QA audits, financial management, and outcomes for stabilization contracts and provision of services such as the effective use of crisis intervention adhering to mandated reporting guidelines, and trauma-informed case management. Finally, this position will support CES (Coordinated Entry System) integration by attending various community meetings as needed to represent UBH. Housing stabilization addresses the many aspects of the needs that homeless families face; affordable housing, access to energy assistance, and connections to other services such as health care, child care, employment, education, and nutritious food.

ESSENTIAL FUNCTIONS

- 1) Provide oversight to the Stabilization programs to ensure that services are being completed and conducted in accordance with best practices and program contracts.
- 2) Manage and supervise staff on a regular day-to-day basis in all aspects of job performance and ensure that the HS team is consistently using best practices in all field-based case management (e.g. Motivational Interviewing, Harm Reduction, Trauma-Informed Care, etc.).
- 3) Monitor and supervise staff to ensure that they submit accurate and completed rental assistance requests in a timely manner and monitor the payment and delivery to landlords and Property Managers in connection with short-term stabilization programs.
- 4) Work collaboratively with the Rapid Rehousing Manager to ensure the effective use of move-in assistance and supportive funds to enhance service delivery.

- 5) Coordinate and collaborate with program partners to increase support networks for referral and linkage with program participants.
- 6) Oversee hiring and onboarding process for HS program staff, including interviewing, training, coaching, and developing HS program staff.
- 7) Engage in regular weekly staff development, training, and case conferencing, solution focused case management, and coordination with program funders.
- 8) Consult with HS staff as needed and provide guidance and supervision for crisis intervention, problem-solving techniques, and feedback to address challenging issues participants are facing; provide field-based supervision and support on a consistent basis. Monitor HS staff compliance with all regulatory and ethical requirements.
- 9) Manage relationships with landlords and property management companies that partner with UBH. This includes participating in phone conferences, regular case reviews, and attending regular meetings with all parties for collaboration, prevention planning, and housing stability maintenance.
- 10) Ensure that staff address the many aspects of the needs that homeless families face; affordable housing, access to energy assistance, and connections to other services such as health care, child care, employment, education, and nutritious food through provision on regular home-based case management services.
- 11) Manage transportation activities of participants and staff. This includes managing the disbursement of bus tokens, accumulation of token logs and coordination of agency car scheduling/use.
- 12) Review and monitor staff recordkeeping and other documentation of client engagements to ensure that these are complete and accurate.
- 13) Provide job counseling or disciplinary action to staff, as needed to elicit professional, efficient, and ethical job performance, in all areas.
- 14) Make recommendations for staff advancement, wage adjustments, and employment separation.
- 15) Work together with the Program Director and Data and QA Manager to ensure services are tracked efficiently, consistent data collection within HMIS, CHAMP and other databases (if applicable) is maintained, conduct on-going program file reviews, and any other monthly, quarterly, and/or annual reporting as contractually required.
- 16) Participate in agency and community meetings as directed by supervisor.
- 17) Any additional tasks, projects, job duties, and responsibilities as may be assigned

QUALIFICATIONS

- 1) Bachelor's Degree in a social science or related field or comparable work experience - five years of extensive field experience developing, implementing and monitoring programs for homeless families and supervision experience.
- 2) At least three years of experience working within the social service arena, ideally with homeless families, veterans, or similar populations.
- 3) Proven managerial experience leading a diverse team, to include mentoring, training, coaching and consistently communicating with staff and external stakeholders.

- 4) Three-Four (3-4) years of management experience in a public or private organization, which included responsibility for each of the following: a) development of program rules and policies, b) development of long- and short-range goals and plans, c) program evaluation, and d) budget preparation.
- 5) Ability to synthesize information and knowledge to achieve creative solutions and drive results.
- 6) Understanding of the Coordinated Entry System utilized in Los Angeles County.
- 7) Must have knowledge of issues facing homeless and previously homeless population (e.g. health, substance abuse, mental health, domestic abuse, child welfare, resources for undocumented).
- 8) Must have strong professional experience working with community/partner agencies.
- 9) Mastery in relationship building by cultivating principles of integrity, honesty, and trust including the ability to inspire staff and stakeholders.
- 10) Must possess excellent English communication skills--both written and verbal and strong public speaking skills.
- 11) Strong knowledge of the DCFS child safety and reporting regulations.
- 12) Basic knowledge of housing and housing-related laws specific to Los Angeles/California.
- 13) Ability to network and build relationships; locate and develop housing contacts.
- 14) Ability to act as a liaison between staff/partner agencies/participants.
- 15) Proficient use of computers, basic office software and any other database software(s) used to track work outputs.
- 16) Excellent leadership skills with a hands-on, lead-by-example work style Strong public speaking skills.
- 17) Must be able to perform extensive charting, electronic data entry and documentation.
- 18) Strong advocacy skills.
- 19) Strong ability to effectively resolve and cope with immediate crisis situations.
- 20) Ability to work in a team and independently.
- 21) Job requires driving: Employee must have and maintain current and non- restricted CA driver's license and good driving record; Employee must also have and maintain personal vehicle and liability insurance at liability limits as required by UBH. Employee shall use personal vehicle to travel to client sites.
- 22) Ability to pass criminal background clearance.

TO APPLY:

To be considered for a position, email resume to hr@upwardboundhouse.org. Please be sure to reference **Job Title** in the subject line of your email. Due to the volume of resumes received, no calls or faxes regarding submission will be returned. Your resume will only be routed correctly and considered, if all the qualifications are met.