

## Job Posting

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Caritas of Austin provides a service continuum for those experiencing poverty that begins with a safety net and links them to resources to achieve self-sufficiency.

We envision a community where there is respect for all individuals, hope for those experiencing poverty and opportunities for self-reliance.

At Caritas of Austin, our hope for our clients, staff, volunteers and community is demonstrated through Commitment, Equity, Respect and Support.

Caritas of Austin provides equal employment opportunity (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics.

<b>Job Title:</b>	Housing Stability Program Manager
<b>Department:</b>	Housing Services
<b>Program:</b>	Housing Stability
<b>Reports To:</b>	Director of Housing Services Department
<b>FLSA Status:</b>	Exempt

### Position Summary

This position is responsible for administering the Housing Stability programs of the Housing Department. The Program Manager is responsible for supervising case managers providing wraparound services to clients experiencing homelessness. The Program Manager serves as client services backup when needed, and does very limited casework in the department. Housing Stability services are focused on rapidly re-housing people who have lost their housing, with limited housing prevention services.

### Essential Duties & Responsibilities

#### Program Management

- Work with Department Director in program development and monitoring, including goal setting.
- Ensure program compliance with grant requirements.
- Internal monitoring of client files through file and case reviews.
- Prepare regular reports as necessary for internal and funding source requirements.
- Management of client services budgets to ensure compliance with budget limits, and agency/funder fiscal policies and procedures.
- Work with ECHO on Coordinated Entry referral process for new clients.

#### Client Services

- Occasionally may need to serve as Housing Stability case management backup, facilitating groups, and/or program systems project.
- Establish and monitor caseload levels for all case managers.
- Ensure compliance with applicable local, state, and/or federal funder requirements for client services.
- Respond to client grievances.

### Housing Stability Program Manager Job Posting – February 2017



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- Ensure that relevant client services data is entered accurately and timely into HMIS and/or other necessary data management systems.
  - Oversee Coordinated Assessment staff.
  - Oversee the Marshall Housing Program and staff.
  - Over the matching and supervision of volunteers supporting Housing Stability clients.

#### **Supervision**

- Serve as a member of the Housing Department Program Management Team, the Caritas Leadership Team and the Performance Management Team.
- With input from the department director, make Housing Stability decisions regarding hiring, performance evaluations, promotion, disciplinary action, etc.
- Identify professional development needs of supervisees.
- Adhere to hiring policies and procedures.
- Develop implement, and routinely update training protocol for case managers and other applicable positions.
- Review work schedules and delegate assignments appropriately.
- Develop, implement, and oversee effective case management backup system.
- Maintain effective and appropriate communication with all supervisees.
- Be available for supervision to any member of the Housing Services team.
- Maintain regular supervision and team meetings.

#### **Organization Support Functions**

- Participate in agency-wide planning and training functions.
- Comply with administrative procedures, reporting, and record keeping policies.
- Serve on the Leadership Team.
- Collaborate with other staff to ensure inter- and intra-departmental cooperation and coordination, especially bridging client transition from short term to long term services.

#### **Community Support Functions**

- Participate in community-wide coordination and training with regard to housing stability services.
- Serve on committees / task groups pertinent to Housing Stability and /or Coordinated Assessment.

#### **Other Duties**

- Perform other duties as assigned by Department Directors.
- Design an approved plan for professional development.
- Treat clients, staff, and the general public with courtesy and respect.

### **Qualifications**

#### **EDUCATION & EXPERIENCE**

- Bachelors or Masters Degree from an accredited college/university with a major in one or more of the following areas: social work, psychology, sociology, anthropology, education, international studies, and other human services related fields.
- MSSW and/or LMSW preferred.

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- Minimum three years management and/or related experience.
  - Experience / knowledge of rapid rehousing, housing barriers, homelessness, mental health challenges, etc., preferred.

**COMPUTER SKILLS**

Must be computer literate

**Other**

Dependable transportation

**Method of Contact/Inquiry/Application**

Please email cover letter and resume by February 27<sup>th</sup> to [housingstabilityjobs@caritasofaustin.org](mailto:housingstabilityjobs@caritasofaustin.org)  
Resumes with no cover letter will NOT considered. No phone calls please.

**Benefits**

Paid Time Off

Medical/Dental/Vision insurance

Life and Disability Insurance

Paid Holidays

Retirement Plan with Employer Match

EAP (Employee Assistance Program)