

Newcap, Inc.

JOB DESCRIPTION

JOB TITLE:	Housing Supervisor
FLSA STATUS:	Exempt
JOB GRADE:	
REPORTS TO:	Deputy Housing Director

GENERAL SUMMARY:

The Housing Supervisor is responsible for the day-to-day supervision of staff and ensuring that housing staff are working with clients to develop income-based case plans through employment or benefits linkages that address their barriers to securing and maintaining housing.

AGENCY EXPECTATIONS:

- ❖ Adhere to agency policy and procedures.
- ❖ Exceptional Communication and organizational skills.
- ❖ Maintain a positive and respectful attitude.
- ❖ Demonstrate flexible and efficient time management and ability to prioritize workload.
- ❖ Consistently report to work on time prepared to perform duties of position.
- ❖ Has a strong work ethic having the needs of the organization and the clients as the primary priority.
- ❖ Ambassador for Newcap, Inc., along with all employees, and responsible for marketing/promoting the organization and its programs both internally and externally.
- ❖ Demonstrates leadership to gain and maintain credibility, trust, and respect of all employees.
- ❖ Proactively and effectively communicates the knowledge gained from education to others in the organization, through the use of presentations, e-mails, and conversations.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Agency Intake:

- ❖ Take calls from clients in need of agency programs, ask screening/qualification questions.
- ❖ Refer to appropriate agencies or begin application process by sending application packet.
- ❖ Maintain knowledge of all Newcap programs and related community programs and services.
- ❖ Provides support and direction for people as they transition from homelessness to housing

Collaboration:

- ❖ Maintain relationships with services providers, volunteers, staff and community members.
- ❖ Attend local and state meetings applicable to homeless and housing services such as coalition meetings and sub-committees
- ❖ Work collaboratively with Housing Director, Deputy Housing Director, and the Vice President of Housing Services to meet program goals and performance targets.

Supervision:

- ❖ Actively participate program-related meetings and training, including staff meetings.
- ❖ Supervise a case management staff with a diverse area of expertise.
- ❖ Ensure case management staff are regularly monitoring client activity related to achieving personal and programmatic goals and providing corrective action revisions to case plans as needed.
- ❖ Maintain related administrative record keeping and reporting systems as required by contracts.
- ❖ Maintain a non-judgmental attitude and display of unconditional positive regard when working with persons experiencing poverty/homelessness
- ❖ Mediate client grievances and facilitate case management/client issues.
- ❖ Ensure that staff continually monitor and evaluate each client's progression through their case management plan, developing corrective action revisions to plan as needed.
- ❖ Adhere to boundaries and professional ethics.
- ❖ Track Program Income and in-kind donations for each program.
- ❖ Approve staff timesheets bi-weekly.
- ❖ Approve leave and sick time for staff.
- ❖ Conduct one-on-one meetings with staff.
- ❖ Conduct crisis intervention as needed

Data Compliance:

- ❖ Ensure quality control and compliance of data entry into Homeless Management Information System (HMIS) and agency database
- ❖ Generate, analyze, and submit reports for grant purposes
- ❖ Compliance with Homeless Management Information System (HMIS) policies and procedures.
- ❖ Responds to inquiries regarding entered data.
- ❖ Performs quality control by comparing data entered with source documents or re-enters data in verification format on screen to detect errors.
- ❖ Provides administrative support to ensure efficient operation of office.
- ❖ Have a clear understanding of data requirements for CSBG reporting and program.
- ❖ Upload client documentation into internal database and HMIS
- ❖ Troubleshoot staff issues and concerns in HMIS
- ❖ Responsible for the overall data quality in HMIS
- ❖ Responsible for the overall data quality in CAP Systems
- ❖ Prepare case management related reports including but not limited to: outcomes, successes, etc.

Policy and Procedure:

- ❖ Make certain that all Newcap Housing Programs, including Coordinated Entry, are Housing First oriented, so that people are housed quickly without preconditions or service participation requirements.
- ❖ Confirm that all Newcap Housing programs, including Coordinated Entry, are person-centered and safeguards client choice. Choice can include location and type of housing, level of services, and decisions related to the type of other supportive services.
- ❖ Enforce policy and procedure, and provide feedback and assistance with revision of policy and procedure on an as needed basis

Training:

- ❖ Conduct trainings for staff and volunteers in conjunction with Housing Leadership.
- ❖ Coordinate volunteer and intern efforts including recruiting, training, supervision, and scheduling to staff and guests.
- ❖ Must be complete HMIS training and gain access to HMIS system.
- ❖ Complete Housing Quality Standards training as needed

Monitoring/Compliance:

- ❖ Review/Audit of client files (hard files and HMIS) to ensure case management plans address identified needs, are up-to-date and that data quality is maintained.
- ❖ Ensure that all missing or incorrect data is cleaned up in HMIS monthly.
- ❖ Utilize and maintain Coordinated Entry data in agency database to ensure compliance with data standards and record-keeping
- ❖ Makes necessary corrections to information entered. Compiles, sorts, and verifies accuracy of data to be entered. Keeps record of work completed.
- ❖ Run and review Coordinated Entry Priority List Reports in HMIS for accuracy on monthly basis and inform other agencies of deficiencies.
- ❖ Participate and prepare for regular audits and monitorings, ensuring that grants are meeting system performance measures and in compliance with funder's requirements

Responsible for other duties as assigned or required.

WORK CONDITIONS:

This work is generally performed in an office setting.

EFFORT:

Long periods of time working at a computer terminal. Use of a keyboard may be stressful to hands or wrists. Frequent answering of telephone calls, entering data, standing, reading, working with paperwork. Minimal evening and weekend hours.

MACHINES, TOOLS, EQUIPMENT:

Computer, cell phone, printer, photocopy machine, telephone

CABILITIES REQUIRED

- Ability to read, write using proper grammar/punctuation, communicate effectively, interpret data

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- Possess organizational, planning, and analytical skills
- Computer skills
- Experience with spreadsheets, word processing, data entry, converting paperwork into files
- Ability to perform tasks with minimal supervision or over-site
- Professional and pleasant demeanor

MINIMUM QUALIFICATIONS:

- Bachelor’s Degree in business, communication, public administration, human-service related field or 2 years in a human service-related field and working with HUD, HMIS, housing, or vulnerable population preferred. A combination of education, training, and experience that results in demonstrated competency performing the work may be substituted.
- Management experience in a social service setting with working knowledge of case management.
- Knowledge of substance abuse recovery and mental health care necessary.
- Experience or ability to main records, prepare written documents, reports, and other materials both hard copies and electronically.
- Experience working with homeless individuals and families is desired.
- Knowledge of the Housing First philosophy, preferred

SPECIAL REQUIREMENTS:

- Must possess a valid driver’s license
- All staff must undergo a background check
- Must be able to maintain confidentiality of information

PHYSICAL DEMANDS:

Employee must be able to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



Approved:

Employee Date

Supervisor Date

Director of Human Resources Date

Executive Director Date

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10/2021