

JOB DESCRIPTION: HOUSING SERVICES MANAGER/PROPERTY MANAGER

JOB TITLE: Housing Services Manager/Property Manager

REPORTS TO: Director of Resident Services

CLASSIFICATION: Exempt

POSITIONS SUPERVISED: Housing Assistant, Property Manager

Position Summary

The Housing Services Manager/Property Manager is responsible for leading the ongoing development, implementation and monitoring of all housing services offered to residents at every Humility of Mary Housing (HM Housing) site and at any other sites where HM Housing has contracted to provide such services. The Housing Services Manager/Property Manager provides direct property management of a small number of HMM units.

Position Responsibilities

Mission

- Reflects in all matters the values, ethics and purposes stated in the HM Housing mission, vision and core values.
- Reflects in words and deeds a primary commitment to bringing a more abundant life to all residents we serve.
- Builds and promotes a diverse and inclusive work force.

Operations

- Recommends for approval all housing services staffing, aligning priorities with resources.
- Supervises all housing services staff according to current HMHI protocol.
- Serves as first point of contact for staff in all housing services matters needing supervision or intervention, including, but not limited to: lease violations, evictions, unusual and/or severe property damage, and complaints regarding housing services.
- Intervenes in escalated and/or severe crisis situations needing a supervisor, balancing the need for safety for all involved. Seek appropriate assistance from emergency services as needed.
- In consultation with the Director of Resident Services, assists housing services staff in writing and issuing eviction notices as appropriate.
- In concert with the Director of Resident Services, reviews, analyzes and updates the HMM housing services program, inclusive of all sites.
- Insures development and ongoing updating of the menu of housing services to be delivered and the means by which those services will be delivered.
- Utilizes evidence-based and/or promising practices in determining and assessing the content and delivery of all housing services.
- Assists in the development and revision of procedures and protocols for the delivery of housing services.

- Participates in the development of annual goals and activities for the housing ministry housing services program.
- Establishes and monitors office management methods, recordkeeping and protocols.
- Determines the need and availability of community resources for housing services not provided by HM Housing. Coordinates Memoranda of Understanding for the provision of such services.
- Recognizes, analyzes and addresses critical and/or sensitive issues as they pertain to HMM housing services priorities.
- Understands and patterns services to address those needs and priorities of the local property.
- Understands and insures all grant funded program service commitments are being met.

Financial

- Participates in the development of the housing services budget as assigned.
- Monitors and maintains the budget for specialized, time-limited housing services as assigned.
- Collaborates with the Director of Resident Services and the Fund Development team to identify property service areas in need of financial support and assists in determining and carrying out fund development means.
- Recommends use of operating and replacement reserve funds.
- Follows procurement policy.

Administrative

- Assists in the development of an annual plan for staff development and training that is consistent with the annual housing services program goals and activities.
- Reviews and approves assigned staff members time sheets, purchases, and mileage reimbursement.
- Assigns responsibility for and oversees the provision of housing data for grant applications, reports and information system entry.
- Works in harmony with other leadership team members.

Quality Improvement

- Participates in quarterly record review and serves on the Quality Review Committee
- Reviews and assesses quarterly housing services content and practices in relation to approved outcomes, goals and staff performance.
- Reviews, assesses and recommends as appropriate methods for determining achievement of housing services outcomes, goals and activities as well as the level of personnel performance.
- Communicates to staff priorities, timelines, performance measures and clear accountability.
- Inspires a commitment to excellence by demonstrating passionate personal commitment.

Property Management

- Provides property management services to a small number of units in the HMM portfolio.
- Works toward maintaining full occupancy of assigned units.

- Assists all applicants with the related paperwork to process their application and verifications in a timely manner.
- Maintains a person-centered approach in communications with residents and applicants.
- Coordinates the complete move-in and move-out process.
- Enters accurate, timely, and complete data into HMIS, OneSite, and other databases as required.
- Maintains receipt, deposit and recording of rent payments.
- Maintains and manages waiting list per regulations.
- Manages the annual recertification process through scheduling and by assisting residents in providing necessary documentation.
- Inspects units in concert with maintenance staff according to protocol.
- Schedules and tracks required maintenance for next move-in.
- Issues lease violations as appropriate.
- Communicates with residents on an ongoing basis, formal and informal.
- Provides residents with building and housing program information on a regular basis.
- Communicates with supportive services staff regarding resident needs.
- Maintain professional conduct at all time while working.
- Coordinate maintenance requests and work orders with Maintenance Manager.
- Implement system for receiving and tracking resident maintenance requests.
- Complete month-end maintenance reports in data base.
- Identify and alert Director of Resident Services of potential building and/or property issues by periodic walkthroughs.

Qualifications

- A passion for the mission of the HM Housing Ministry programs: bringing a more abundant life to all we serve.
- A commitment to excellence through personal commitment and housing services knowledge.
- Two plus years of leadership experience in the housing field.
- Ability to work as a leader and as part of a regional management team
- Ability to achieve goals through a combination of individual effort and collaboration with others.
- Bachelor's Degree preferred.
- Experience in organizing and expanding programs and managing growth.
- Excellent verbal and written communication skills.

Working Conditions

Normal office working conditions. The employee conducts the day-to-day requirements of his or her job in a typical office environment, utilizing a computer and working at his/her own desk and other areas of the office. The noise level in the work environment is usually moderate. Willingness and ability to travel to multiple agency facilities and other meetings that may be required.

Usual Physical Demands

The following physical demands are typically used to perform this job's essential duties and responsibilities. They are not qualification standards, rather they may be used to help the colleague, employee, or applicant identify where and how reasonable accommodations may be

made when an otherwise qualified person is unable to perform the job's essential duties due to an ADA disability.

While performing the duties of this job, the employee frequently exhibits manual dexterity when working on the computer, and frequently talks and hears when working with job contacts. The employee frequently sits for extended periods of time, and occasionally stands and walks. Vision demands include close, relatively detailed vision, with the ability to adjust focus when typing and reading a computer screen and documents. Employee regularly lifts items up to 10 pounds, and occasionally lifts items up to 25 pounds

EMPLOYEE UNDERSTANDING AND AGREEMENT

This job description does not state or imply that these are the only duties and responsibilities to be performed by the employee filling this position, who will be required to follow instructions and perform any duties required by the employee's supervisor or designee.

By signing below, I acknowledge that this position description has been reviewed with me, and I have been given sufficient opportunity to ask questions and clarify understanding. I further acknowledge understanding of required job duties, responsibilities and performance expectations, and that I will perform duties and responsibilities to expected standards.

_____ / /
Applicant *Date*