



Job Title:	<b>Permanent Supportive Housing Program Manager ( Formerly Shelter Plus Care)</b>	Job Requisition#:	<b>2k16-08-40</b>
Department:	<b>Community Services DWI and Prevention Program</b>	Status:	<b>Classified</b>
Revised:	<b>11/24/2015</b>	Job Code:	<b>6240</b>
Union:	<b>Non-represented</b>	FLSA Designation:	<b>Non-Exempt</b>
First day to Apply:	<b>08-10-2016</b>	Handles Confidential Info:	<b>Yes</b>
Last day to Apply:	<b>Open until filled</b>	Entry Wage:	<b>\$37,022.00 - \$46,278.00 Annually</b>

Work Schedule: **M-F 8:00 a.m. – 5:00 p.m.**

**GENERAL PURPOSE:** Under general supervision, manages the Permanent Supportive Housing (PSH) Program Manager for Sandoval County DWI and Prevention Program, and assures that the services provided meet the U.S. Department of Housing and Urban Development (HUD) program requirements; provides housing-related case management services for program participants and case management services for DWI clients as needed.

**MINIMUM QUALIFICATIONS:**

**Education and Experience:**

- Bachelor's Degree in humanities, business administration, public administration, or a related field and two years of experience managing public sector housing programs; OR an equivalent combination of education and experience. Master's Degree and experience working with mental disorders and homeless populations preferred.

**Required Licenses or Certifications:**

- Valid New Mexico Driver's License.

**SUPERVISION RECEIVED AND EXERCISED:**

Position reports to the Community Services Manager, DWI and Prevention, and does not supervise staff.

**ESSENTIAL JOB FUNCTIONS:** *The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Provide principal administrative and program management for the Permanent Supportive Housing (PSH) functions; identify, prioritize, and coordinate completion of PSH program activities and requisites; assure County PSH policies and practices are in compliance with HUD and PSH program grant requirements and budget.
- Verify and update PSH program rent calculations; create and submit rent payment voucher requests and required documentation.
- Develop and maintain case files for PSH program participants, including required HUD documentation; establish service match files for housing participants, and track activities.
- Track client participation and other statistics as required for internal and external reporting; maintain client records to meet HUD and PSH standards; maintain records of activities, and submit reports as required.
- Maintain housing-related case files for PSH and DWI clients.
- Coordinate PSH program activities with property managers; schedule and conduct habitability and safety inspections, and provide information to clients and property managers; create, update, and manage wait list for properties and clients; mediate client and property manager problems.

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- Assess client to determine their needs, goals, and personal strengths; coordinate with clients and service agencies, and assist clients to enroll in social service programs and to access community resources and services; conducts home visits to evaluate client status and stability.
- Respond to residents seeking information about PSH services, and conduct eligibility screening.
- Research and identify potential grant funds for housing programs.
- Develop and write grant funding applications
- Monitor PSH program operations to evaluate technical and management issues, and recommend changes to improve functions and processes.
- Fulfill and maintain the goals, standards, and objectives of the PHS Program and Sandoval County DWI and Prevention Program
- Establish and maintain cooperative working relationships with community, social, and economic resource agencies.
- Enter data in HMIS database monthly and update client information in database as needed.
- Perform other related duties as assigned.

### **Required Knowledge of:**

- County and departmental policies and procedures.
- Applicable New Mexico State Statutes, including Owner-Resident Relations Act.
- Federal and state public housing program regulations and eligibility requirements, including habitability and safety standards for public housing units.
- Regional community service agencies and other public assistance programs.
- Record keeping, case records management, and accounting rules and standards.
- Research methods and report presentation.

### **Required Skill in:**

- Interpreting, applying, and explaining state and federal laws, HUD rules and regulations, and policies and procedures governing public housing functions.
- Analyzing and interpreting HUD documents and client case files.
- Reviewing, updating and maintaining files, reports and documentation for public assistance programs.
- Using effective counseling, interviewing, and case management techniques and procedures.
- Exercising independent judgment to make day-to-day decisions without management supervision.
- Utilizing standard personal computer software programs and specialized Federal, State and County software programs affecting assigned work and in compiling and preparing spreadsheets, reports and other work-related documents/products, as required.
- Analyzing and interpreting technical and statistical data and generating reports.
- Responding to inquiries and complaints from customers, regulatory agencies, and members of the general public and business community.
- Communicating effectively verbally and in writing, including customer service, public relations and public speaking.
- Establishing and maintaining effective working relationships with employees, other agencies, and the public, including meeting and dealing tactfully with the public.

### **Physical Demands / Work Environment:**

- Administrative Work is performed in a standard office environment.
- Exposure to computer screens.
- Work may occasionally be performed in a temporary location.
- Essential and supplemental functions may require maintaining physical condition necessary for sitting, walking or standing for prolonged periods of time.
- Operate vehicle to conduct home visits, conduct habitability and safety inspections, and attend meetings and events.
- Exposure to varied weather conditions and residential environments while conducting habitability and safety inspections; possible exposure to animals at residential sites.

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I \_\_\_\_\_(Print Name) have reviewed the above job description and understand that the Essential Duties describe only the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date