



## Community-based Supportive Housing Manager Job Description

**Objective:** **Housing** for New Hope (HNN) connects our neighbors to housing and hope. HNN's Community-based Supportive Housing program connects people experiencing homelessness with permanent housing and the supportive services they'll need to maintain it. The Community-based Supportive Housing Manager will lead a team providing intensive case management, and supportive services to households as they take the next steps in their journey to stable housing: long-term rentals in an apartment or house in the greater Durham community. The Community-based Supportive Housing Manager will be responsible for the development and coordination of supportive services for clients in our short-term (commonly known as rapid rehousing) and long-term (commonly known as scattered site permanent supportive housing) programs

**Reports to:** Director of Client Services

**Department:** Client Services

**Team:** Community-based Supportive Housing

**Status:** Full-time, exempt

### **Responsibilities:**

1. Interact dynamically and relate well to people with diverse backgrounds.
2. Manage Community-based Supportive Housing team to ensure efforts are in line with established performance goals, accountability/compliance expectations, and long-term program goals.
3. Provide direct supervision of team of Housing Stability Coordinators.
4. Supports the Community-based Supportive Housing team in providing an empowering, client-centered approach to case management that demonstrates care and develops significant trust with clients while maintaining strong boundaries in client relationships.
5. Ensure the Community-based Supportive Housing team uses a Housing First approach to connect clients to safe, affordable housing that meets all inspection and regulatory guidelines - and is an appropriate next step for clients.
6. Foster a team-based environment to motivate and inspire staff to work collaboratively toward the program's goals, meet and exceed established performance goals, and improve client outcomes.
7. Serve as primary contact for participant enrollment; responsible for determining program eligibility and funding source, and assigning participants to Housing Stability Coordinators
8. Cultivate new and existing partnerships in Durham and the surrounding area that will increase client skills and establish goals (life management skills, educational and/or

career goals, financial management skills, health and wellness goals and decision-making skills)

9. Ensure team maintains consistent contact with clients based on assessed needs, program policies, and funding guidelines. Client engagement will include home visits once housed. Client visits will include engagement on the streets, in parks, in encampments, shelters, abandoned buildings, etc., prior to housing.
10. Work collaboratively with Senior Manager of Compliance and Performance Management to ensure programs follow all local, state, and federal guidelines.
11. Regularly evaluate programs for effectiveness, including identification of opportunities for continued improvement.
12. Prepare concise, accurate, and timely reports for the Director of Client Services on progress towards established goals.
13. Work collaboratively with Development and Engagement team in efforts to increase awareness and support of the programs and the agency in the community.
14. Serve as liaison to community landlords.
15. Oversee overall data quality of Community-based Supportive Housing program activity in HMIS (Homeless Management Information System) including ensuring accuracy and completeness of timely documentation.
16. Work collaboratively with the Finance Team and Director of Client Services to support creation of annual budget and track expenses for multiple funding sources to ensure Community-based Supportive Housing program's efforts remain within budget.
17. Work collaboratively with other HNH departments and Client Services teams.
18. Serve on Client Services Leadership Team (CSLT); participate in overall agency planning and administration and problem-solving with other managers.
19. Represent agency in a variety of forums including but not limited to by-names list meetings, and multi-agency collaboratives.
20. Other duties as assigned.

**Qualifications:**

- Bachelor's degree in Human Services. Master's in related field strongly preferred.
- Five years' experience providing case management with vulnerable and/or disabled populations. Experience working with homeless populations strongly preferred.
- Three years' experience leading a team.
- Demonstrated experience in program development and collaborative planning/partnerships.
- Knowledge and/or familiarity with best practices, including harm reduction, trauma-informed care, and motivational interviewing concepts and strategies.
- Compassion for people who are struggling with a variety of challenges, including homelessness, mental illness, and substance use
- Outstanding capacity to build strong relationships with a diverse range of clients, colleagues, and community members.
- Excellent written and verbal communication skills.
- Ability to multi-task and manage competing priorities effectively.
- Strong organizational skills, attention to detail, and ability to meet deadlines consistently.

- Ability to work effectively both independently and as part of a team.
- Flexible and adaptable work style.
- Ability to effectively utilize technology including Office 365 products.
- Familiarity with Durham’s resources and supportive services a plus.
- Valid NC Driver License and car insurance and willingness to travel in the community.

**Compensation:** Commensurate with experience and abilities. Benefits package offered.

**Salary Range:** \$53,000-\$60,000 annually

**To apply:** Submit one document that includes your cover letter and resume via email to:

**Tamaira Johnson**  
**HR Manager**  
**Housing for New Hope**  
**[jobs@housingfornewhope.org](mailto:jobs@housingfornewhope.org)**

Applications review will begin immediately and continue until the position is filled.

Academic, MVR and criminal checks will be conducted before a final offer is made.

***Housing for New Hope is an equal opportunity employer and values diversity. All employment is decided based on qualifications, merit and business needs.***