



Housing Now Program Manager

Definition:

Housing Matters partners with individuals and families to create pathways out of their homelessness into permanent housing. Housing Matters is a leader in working to end homelessness – and we want you to be part of our team. Housing Matters is looking for individuals eager to make a difference and willing to enthusiastically commit to joining in our vision that homelessness in Santa Cruz County should be rare, brief and non-recurring.

Housing Now is a program that partners with unhoused individuals to place them into scattered-site permanent housing through rapid rehousing services that include case management and rental subsidies.

Distinguishing characteristics:

The Housing Now program is part of a multi-agency partnership and requires individuals with a high degree of experience working collaboratively toward a common goal. Sensitivity to and understanding of challenges facing unhoused individuals is necessary for this position. The ideal candidate will have in-depth understanding and experience in case management and housing navigation as well as management or supervisor experience in a related field.

Typical Job Duties:

- Develops goals, objectives and action steps for Housing Now case management, housing placements, and program activities.
- Conduct ongoing program evaluations, implementing changes when necessary.
- Ensure that the program is in compliance with government grant requirements, including providing weekly program data reports to the Director of Programs and Asst. Director of Supportive Services.
- Develop or update policies and procedures for the program.
- Implement evidence-based practices including Motivational Interviewing, Harm Reduction, Housing First, and the Strengths Model.
- Lead regular Group Supervision and provide field mentoring to team members.
- Assist and work with a team to locate, secure, place and stabilize clients in their own homes.
- Oversee compliance of County of Santa Cruz and California ESG-CV documentation requirements.
- Identify areas of needed training and development and work with the Director of Programs to prioritize and schedule training within budgetary guidelines and constraints.
- Integrate with County of Santa Cruz Rehousing Wave partnership including case conferencing and All Team meetings.
- Become a community leader in serving men, women, and children experiencing homelessness.
- Perform other duties as assigned.

Employment Standards:

Thorough knowledge of:

- Social casework objectives, principles, methods and caseload management and organization.
- Social and economic factors which influence individuals and/or households experiencing homelessness.
- Principles of human behavior and development and psychological defense mechanisms.
- Housing navigation for households experiencing homelessness
- Grant compliance and reporting.
- Principles and techniques of supervision and management.

Working knowledge of:

- Housing Matters specific programs and policies.

Ability to:

- Communicate efficiently and effectively with team, clients, and Assistant Director of Supportive Services.
- Supervise, manage, evaluate and coach a small team of Case Managers and Housing Navigators; encourage team building.
- Meet specific housing targets in a rapid timeline (less than 1 year) and meet additional annual quantitative and qualitative housing measures.
- Be detailed oriented, highly organized, and set and meet goals and deadlines.
- Demonstrate strong computer skills; must have a thorough understanding of google suite (google docs, google spreadsheets, gmail, etc...) and Microsoft Office (Excel, Word, etc..). HMIS experience is a plus.
- Maintain a goal oriented, positive attitude; must be able to interface equally well with staff, donors, volunteers, and the general Housing Matters community.
- Dedication and compassion for serving the community's most vulnerable, and passion for ending the cycle of poverty for homeless individuals living in Santa Cruz.

Training and Experience:

- 1-3 years experience as a frontline social service provider for individuals or families experiencing homelessness.
- 1-3 years management experience preferred, preferably in a nonprofit or similar social service involving homeless service or family support.
- Bachelor's degree required; related advanced degree or professional certification preferred.
- Experience providing housing navigation and stabilization for households experiencing homelessness
- Experience in program development, program evaluation, and measuring impact.
- Experience in grant administration and reporting.

SPECIAL REQUIREMENTS

- Possession of a valid California Class C Driver's License or must be able to provide suitable transportation which is approved by the organization may be required for certain positions.

HOURS

This is a full time, benefited, exempt, salaried position. Occasional evenings and weekends required. Health Insurance, PTO and Vacation Benefits begin after a 30-day introductory period.

To apply

Please email a cover letter and resume to the attention of Human Resources at recruiter@housingmatterssc.org. No phone calls or faxes. Housing Matters is an Equal Opportunity Employer.