



Position Description

Position Title:	Permanent Supportive Housing Manager	Department:	Housing Operations
Reports to:	Director of Housing Operations	Approved By:	
FLSA Status:	Non-Exempt	Approved Date:	

Summary

The primary purpose of this position is to lead permanent supportive housing programs. This includes managing multiple supportive housing units, ensuring that each unit is safe and suitable for habitation, and to oversee the daily activities of the property, residents, and employees. Additionally, coordinate supportive services and provide case management for the Ready to Rent Program (ESG Grant) and Emergency Housing Voucher (EHV) program, until converted to Housing Choice Vouchers (HCV). The incumbent serves as a liaison between clients and the Coordinated Entry (CE) system. The incumbent will communicate, measure, analyze and make recommendations in support of this goal. All activities must support the Fort Wayne Housing Authority ("FWHA" or "Authority") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Manages the work of staff, including assigning, planning, and reviewing work, evaluating work performance, coordinating activities, maintaining standards, allocating personnel, recruiting, and selecting new employees, training, resolving employee concerns, and managing performance issues. Leads and supervises maintenance staff.
- Point of contact for Coordinated Entry referrals. Maintains communication with referring agency on status of referred participant.
- Meets regularly with CoC partners to review program metrics and address concerns.
- Attend all appropriate CE/client meetings with CoC regional partners, including but not limited to Case Conferencing meetings and Regional Council meetings
- Processes monthly rent payments, prorated rent, and deposits for new move-ins; completes deposit accounting; prepares final billing letters for each move out; and forwards files to accounting for refunds or collections
- Processes purchase orders to ensure that vendors are paid on time.
- Prepares rent delinquency notices, attends court for evictions hearings, sets up payment plan with delinquent residents, and monitors adherence.
- Maintains records of vacant units are ready for move-in, prepares weekly move-in and move-out reports, and ensures all properties are occupied to maximum capacity. Ensures that all units are compliant with regulations and procedures.
- Prepares for and administers eviction prevention plan and grievance hearings as required, ensuring that parties receive fair and equitable treatment.
- Coordinate with the organization's designated Community Mental Health Centers to provide supportive services to individuals and families who receive assistance.
- Completes annual recertifications to LIHTC standards for each resident and files the necessary online reports in IHCD; monitors all IHCD reporting.



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- Establishes and maintains all required files and statistical reporting for monthly reporting for senior leadership and annual reviews.
- Monitors resident files, records, and the computer database for incongruities, monitors files for income discrepancies.
- Completes annual recertification and interims; completes new lease-ups.
- Provides all required documentation and assistance to residents.
- Ensure that the application, certification, voucher, and lease issuance processes are completed within guidelines.
- Communicate with landlords for EHV and ESG grants to ensure understanding of regulations, policy, and expectations.
- Interface with landlords to answer questions regarding grant clients.
- Ensures that rental rates and landlord contracts are appropriate and in accordance with HUD requirements; communicates with landlords and negotiates modified rates as required; and establishes the recommended Housing Assistance Payment (HAP) and contract rental rate.
- Represents FWHA at community meetings, conferences, and workshops by providing program presentations.
- Promotes FWHA brand awareness by adhering to FWHA brand standards and ensure that any communication regarding the public value of affordable housing programs offered by FWHA also addresses the many other public values served (fair housing, economic development, welfare-to-work, etc.)
- Performs other duties as assigned.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority; uses appropriate judgment & decision making in accordance with level of responsibility.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Commitment: Sets high standards of performance; pursues professional goals and works smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; and persists despite obstacles and opposition with determination and diplomacy.

Professional Behavior: Exhibits positive, polite, courteous, honest, and conscientious behavior with all internal/external clients. Accepts responsibility for actions and adjusts behavior as appropriate.



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Responsiveness and Accountability: Demonstrates a high level of conscientiousness and professional integrity; holds oneself personally responsible for one's own work; and does fair share of work and contributes to the overall success of the organization.

Reliability & Judgment: Incumbent demonstrates sound reasoning and critical thinking by making decisions in line with established Agency expectations. Performs work in a reliable manner that is both accurate and timely.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and receives feedback appropriately; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Safety Awareness: Incumbent is cognizant of their surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in the correction of any safety concerns where appropriate.

Education and/or Experience

- Bachelor's Degree: Business Administration, Public Administration, Social Work, Psychology, Sociology or a related field from an accredited college or university
- 3 years' experience in project coordination and case management; preferably experience serving the unhoused.
- An equivalent combination of education and experience may be considered.
- Must possess a valid state issued driver's license and be insurable under the Authority's plan.

Technical Skills

- To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook).
- Must have the ability to learn other computer software programs as required by assigned tasks.
- Effective communication skills are essential.
- May be required to obtain HCV Specialist and PBV certification within one year.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- To perform this job successfully, the employee is frequently required to remain in a stationary position.
- Daily movements include sitting; standing; operating computers and other office equipment; moving about the office; reaching, bending, and pushing to retrieve and replace files; and attending onsite and offsite meetings.
- The employee must be able to communicate via email and verbally via telephone.
- The employee must occasionally transport up to 25 pounds.



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Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Office environment. The noise level in the work environment is usually moderate.
- The incumbent may experience a variety of conditions during onsite home visits.

Read and Acknowledged

Disclaimer: This job description is not intended to be all-inclusive; an employee will also perform other reasonably related job responsibilities as assigned by immediate supervisor and other leadership as required. FWHA reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. Leadership reserves the right to change job descriptions, job duties, functions, and requirements.

Employee Signature

Date

Employee Name [printed]

Supervisor Signature

Date

Supervisor Name [printed]