Housing Manager
Women’s Mental Health Shelter at the Park Avenue Armory

Assisting Our 80 Clients Living with Mental Illness Obtain Permanent Housing and Long-Term Stability

Lenox Hill Neighborhood House, widely recognized as one of New York’s premier human services providers, is a 127-year-old settlement house that provides an extensive array of effective and integrated services—social, educational, legal, health, housing, mental health, nutritional and fitness—which significantly improve the lives of 16,000 people in need each year, ages 3 to 103, on the East Side of Manhattan. Our clients include older adults, homeless and formerly homeless adults, children and families, recent immigrants, disabled persons, adult learners and more. For more information on Lenox Hill Neighborhood House, please visit our website at www.lenoxhill.org and check us out on Facebook or Instagram.

Located on the Upper East Side of Manhattan in the historic mixed-used Park Avenue Armory, Lenox Hill Neighborhood House’s Women’s Mental Health Shelter is a 24-hour program that addresses the critical issues facing 80 homeless women, age 45 and over, who have histories of mental illness. Through a comprehensive continuum of care and programming that includes social work services, medical, nursing and psychiatric care, specialized peer support, housing placement, benefits assistance, arts and recreation and food and nutrition programs, our talented, multi-disciplinary team which includes social workers, mental health clinicians, nurses, psychiatric providers, peer advocates and program assistants, helps clients to transition from homelessness to permanent housing.

The Housing Manager will be an integral member of our Women’s Mental Health Shelter team and lead our efforts to enable clients to secure housing and long-term stability. Candidates must have a focus on community-based human services and be dedicated to supporting our clients as they optimize their wellness and achieve housing-readiness for a variety of placements including supportive housing, independent living facilities and other permanent housing options. Reporting to the Co-Clinical Director, the Housing Manager will have primarily responsibility for managing our efforts and achieving housing placement goals for all Shelter clients and ensuring comprehensive housing services are provided in a person-centered and trauma-informed way.

The Housing Manager will:

• Provide oversight and direction related to all housing related goals and services provided, in addition to obtainment of supportive housing and permanent housing for all Shelter clients
• Manage a small team of staff members and interns to build our internal capacity providing housing services on site
• Work in conjunction with Social Workers, Peer Advocates and community-based providers to ensure clients apply for housing placements and obtain all required documentation for 2010E Housing applications
• Monitor and document all client encounters via progress notes using DHS CARES Database and within Lenox Hill Neighborhood House’s internal databases and systems
• Conduct housing search efforts for each housing ready client referred (i.e., referrals to housing providers, contact landlords, search for apartment listings, etc.)
• Develop and facilitate housing-related workshops and groups to address client’s needs related to the ability to obtain and maintain independent permanent housing
• Schedule and escort clients to appointments (i.e., housing interviews, apartment move-ins, housing fairs, referral organizations, etc.)
• Establish linkages with community-based organizations (i.e., supportive housing programs, DHS Housing Unit, etc.) and local landlords
• Review all approved housing packages to determine appropriateness of housing providers
• Follow-up with clients for a limited period of time after move-out to assure client stability
• Help facilitate day-to-day operations of our Women’s Mental Health Shelter and ensure they are conducted in accordance with our high-performance standards and government regulations
• Collaborate with Lenox Hill Neighborhood House’s staff from a variety of departments and disciplines

Qualifications:
The ideal Housing Manager thrives in a highly social and busy community setting and is willing and able to work a fast-paced schedule that will include evenings and weekends. Given our 24/7 operating schedule and the expansive needs of our clients, the Housing Manager will have a Tuesday through Saturday schedule. The ideal candidate will possess excellent communication, organizational, customer service and administrative skills, be detail-oriented, resourceful and be able to multi-task in a fast-paced environment. As part of a collaborative team, the Housing Manager must be able to communicate effectively with a variety of stakeholders and be a team-player. The Housing Manager must have multiple years of experience working in social services, homeless shelter or case management settings. Experience working with clients diagnosed with mental illness preferred. Bachelor’s degree required; relevant advanced degree preferred. Fluency in Spanish preferred. Competitive compensation and excellent benefits package available.

To Apply:
Interested applicants should email a resume, cover letter and list of references to shelterhousing@lenoxhill.org. Applications will be accepted on a rolling basis until the position is filled. No telephone calls please.
At Lenox Hill Neighborhood House we value respect, integrity, diversity and integrity. We are an equal opportunity employer. Lenox Hill Neighborhood House prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law. Lenox Hill Neighborhood House conforms to the spirit as well as to the letter of all applicable laws and regulations. The policy of equal employment opportunity (EEO) and anti-discrimination applies to all aspects of the relationship between Lenox Hill Neighborhood House and its colleagues.