POSITIVE DESCRIPTION

POSITION TITLE: Housing Stabilization Manager
DIVISION: Programs – Permanent Supportive Housing (PSH)
LOCATION: North Hollywood, CA
SALARY: $53,869 - $61,561

SUMMARY OF THE ORGANIZATION
LA Family Housing is a leader in homeless services and affordable housing development in Los Angeles. We believe that everyone deserves the dignity of a home and are invested in innovative solutions to ensure their long-term stability. With 35 years of experience, we know what works to end homelessness in people’s lives: an individualized approach that combines housing options with supportive services. Our commitment to best practice impacts 11,000 people each year, and our community-based approach allows us to influence how homelessness is addressed in Los Angeles and nationwide. Our growing portfolio of 26+ properties enables vulnerable groups to have access to permanent homes, and our services help them overcome their barriers to overall well-being.

We take tremendous pride in the emergence of our staff as national leaders in innovation, best practices, and policy within housing production and homeless services. From presenting at national conferences to facilitating service collaboration among providers in other regions, we equip our industry to effectively respond to homelessness and ultimately move more people home, together. Join the fight to end homelessness and make a difference in people’s lives at LA Family Housing!

SUMMARY OF RESPONSIBILITIES
The Housing Stabilization Manger is responsible for the management and supervision of an LA Family Housing Housing Stabilization (HS) Team. This includes staff hiring, training, scheduling, and mentoring. It also includes the day-to-day supervision of all HS staff on team, including job performance counseling or disciplinary action, as needed, and conducting regular job performance reviews of all HS staff. The Housing Stabilization Manager is also responsible for oversight and decision making with respect to the Program’s contractual responsibilities, including QA audits, financial management, and outcomes for stabilization contracts. This position will also supervise HS Staff to verify the provision of objective clinical case management to participants and the effective use of crisis intervention adhering to mandated reporting guidelines, legal guidelines, and ethical guidelines.

This position will oversee Housing Stabilization case managers in the completion of weekly/monthly required tasks, such as monitoring file maintenance, facilitating case reviews, ensuring the submission of weekly, monthly, and quarterly reports in conjunction with LAFH’s Data Team, and tracking spending allocations for client needs. Finally, this position will support CES integration by attending various community meeting and venues as needed to represent LAFH and SPA 2 CES.

SPECIFIC DUTIES

• Interview and make recommendations for the hiring of Housing Stabilization staff
• Train, mentor, and develop 5-7 Housing Stabilization staff members
• Manage PSH service delivery to ensure that stabilization services are being completed and conducted in accordance with best practices and program contracts

The above statements are intended to describe the general nature and level of work performed. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel in this classification.

• Dignity  
• Perseverance  
• Collaboration  
• Leadership
• Manage contract activity (if applicable), including progress of contract completion, oversight and coordination with subcontractors, reports, etc.
• Manage and supervise 5-7 HS staff on a regular day-to-day basis in all aspects of job performance, and ensure that the HS team is consistently using best practices in all case management (e.g. Motivational Interviewing, Harm Reduction, Trauma-Informed Care, etc.)
• Supervise or act as a Preceptor for MSW Interns
• Coordinate and collaborate with program partners to increase support networks for referral and linkage with program participants
• Facilitate regular meetings that support staff development, training, case conferencing, solution-focused case management, and coordination with program funders
• Provide guidance for crisis intervention, problem-solving techniques, and feedback to address challenging issues participants are facing
• Monitor HS staff compliance with all regulatory and ethical requirements
• Manage transportation activities of participants and staff. This includes gathering the support documentation for the disbursement of bus tokens, coordination of agency car scheduling/use, and approving staff personal vehicle mileage
• Monitor direct staff’s financial activity via HSM-specific electronic trackers to ensure that housing stabilizers submit accurate and completed financial support and requests in a timely manner, and by the end of each month
• Provide job counseling or disciplinary action to HS Staff, as needed, to elicit professional, efficient, and ethical job performance in all areas
• Make recommendations for staff advancement, transfers, wage adjustments, and employment separation
• Ensure services are tracked efficiently by working together with the Director and the QA Team to pull reports as needed, guarantee that consistent data collection within HMIS and CHAMP (if applicable) is maintained, conduct on-going program file reviews, and complete any other monthly, quarterly, and/or annual reporting as contractually required
• Participate in agency and community meetings as directed by supervisor
• Drive personal vehicle in and around Los Angeles County and drive agency vehicles periodically to transport clients
• Any additional tasks, projects, job duties, and responsibilities assigned by supervisor

PROJECT-BASED BUILDING-SPECIFIC DUTIES
If your role includes oversight of tenants residing at an LAFH-owned or non-LAFH-owned Permanent Supportive Housing apartment building, the following duties are required of your role:
• Train, mentor, and develop 3-5 Resident Advocate staff if responsible for supervision at an LAFH-owned PSH apartment building
• Manage and supervise 3-5 after-hour and weekend Resident Advocate staff
• Coordinate with contracted Security Company to fill shifts for Resident Advocate call-outs and in matters related to building security
• Coordinate with Property Management to provide supportive service delivery, including weekly and/or bi-weekly meetings with your supervisor, Property Management, and Asset Management (if LAFH-owned), to review tenant and building matters
• Oversight of turnover units when a unit becomes vacant in your PSH building, and ensure a timely applicant is referred and processed following the applicant’s progress through housing acquisition

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• Dignity
• Perseverance
• Collaboration
• Leadership
ACCOUNTABILITY AND REVIEW

Position reports to: Director of Permanent Supportive Housing

Performance review: Annual

DIRECT REPORTS

Number of employees receiving work direction: Five (5) + One to two (1 to 2) MSW Interns

Position titles reporting to position: Housing Stabilizer I, II, III, IV

MINIMUM QUALIFICATIONS

KNOWLEDGE AND SKILLS

• Must possess management abilities, including ability to make decisions and ability to train, coach, and mentor staff
• Understanding of the Coordinated Entry System utilized in Los Angeles County
• Must have knowledge of issues facing homeless and previously homeless population (e.g. health, substance abuse, mental health, domestic abuse, child welfare, resources for undocumented persons)
• Must have strong professional experience working with community/partner agencies
• Must possess excellent English communication skills, both written and verbal
• Ability to make good decisions for individuals and/or families that are in need of services
• Strong knowledge of the DCFS child safety and reporting regulations
• Basic knowledge of housing and housing-related laws specific to Los Angeles/California
• Ability to network and build relationships; locate and develop housing contacts
• Ability to act as a liaison between staff/partner agencies/participants
• Strong public speaking skills
• Creative problem-solving skills
• Must be able to perform extensive charting, electronic data entry, and documentation
• Strong advocacy skills
• Excellent written and verbal communication skills
• Ability to work in a team and independently
• Bilingual: Spanish/English preferred, but not required
• Obtain and maintain CPR/First Aid Certification
• Ability to pass post-offer Tuberculosis (TB) clearances
• Travel is a regular duty for this position and is required 10-20% of the time
• Use of a personal vehicle to travel between worksites and other locations may be required
• Must have and maintain a valid California Driver’s License and insurance in good standing
• Ability to work a 9/80 work schedule

EDUCATION AND EXPERIENCE

• Master’s Degree in Social Work, Marriage & Family Therapy, Psychology or a related field and at least four (4) years of social service experience preferred

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• Dignity
• Perseverance
• Collaboration
• Leadership
• Bachelor’s degree in a social service related field and at least six (6) years’ experience working with the homeless, veterans, social services, case management, or other related social service field with an emphasis on mental health required
• Experience in supervising /managing teams and programs preferred

EMPLOYMENT CLASSIFICATION
FLSA Status: Exempt
Payroll Status: Salary
Work Schedule: Full-time

PHYSICAL DEMANDS, ENVIRONMENTAL CONDITIONS, EQUIPMENT
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions. Employee may be in contact with individuals and families in crisis who may be ill, using substances, and/or not be attentive to personal health and safety for themselves. The employee may experience a number of unpleasant sensory demands associated with the client’s use of alcohol and drugs, and the lack of personal care.

The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations. Employee is required to: Walk and climb stairs; Handle, finger, grasp, and feel objects and equipment; Reach with hands and arms; Communicate, receive, and exchange ideas and information by means of the spoken and written word; Be mobile by moving oneself from place to place quickly and easily; Repeat various motions with the wrists, hands and fingers; Be able to have visual activity for (including, but not limited to) administrative and clerical tasks; Drive personal vehicle in and around Los Angeles County and periodically transport clients; Be able to enter various buildings that may require climbing stairs; Be subjected to outside environmental conditions; Use a personal and/or laptop computer, and copy, postage, and fax machines; Complete all required forms in personal writing.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. If you require an accommodation, please make sure to inform the Human Resources Department by the first week of employment. If an accommodation is not required at the time of employment, but is later required, you must inform the Human Resources Department of the need for accommodation at the time it is needed.

BENEFITS

EQUAL EMPLOYMENT OPPORTUNITY
LAFH is committed to providing equal employment opportunities for applicants and employees.
FAIR CHANCE INITIATIVE

LAFH is in compliance with the Fair Chance Initiative for hiring and will consider qualified applicants with criminal histories.

HOW TO APPLY

Email your resume and cover letter to HR@lafh.org