



**Title:** Program Manager, Housing Services

**Reports to:** Director of Housing

**Summary of Job:**

The Homeless Prenatal Program, one of San Francisco's leading family service agencies, works in partnership with families to break the cycle of homelessness and poverty. A key part of this mission is realized through HPP's Housing Services program, which helps hundreds of homeless and low-income families annually to secure and maintain stable housing. Housing program services include lifting barriers to obtaining housing, assisting clients on their housing search, providing financial assistance, and providing household budget and tenant counseling.

The Program Manager leads HPP's Housing Services Team in working with clients, landlords, and other agencies to ensure efficient and effective delivery of financial assistance and other services, with the goal of helping our clients to secure and retain stable housing.

**Essential Duties and Responsibilities:**

**Deposit Assistance Program:**

- Screens and approves eligibility and overall content of deposit assistance applications.
- Ensures accurate record keeping in Salesforce including client documentation, payments to landlords, and data entry into relevant databases.
- Approves Housing Associates' ANSAs.
- Ensure consistent follow-up with clients after they have obtained housing, to make sure that they are able to remain stable
- Collaborates with the Finance Department to ensure all housing checks are sent to the finance department and are entered into relevant databases, and ensures all housing checks are mailed to landlords.
- Act as primary liaison to HPP's Bed and Home Good Program:
  - Enter mattress requests and coordinate information with case managers.
  - Collaborate with HPP Volunteer and Donations Manager on bed orders.
  - Monitors bed use through case reviews of the housing team.
  - Ensures quality control on bed entries.
  - Approves Housing Team's home goods requests along with bed requests.

**Housing Workshops**

- Coordinate housing workshops team:
  - Lead monthly meetings with facilitators.
  - Ensure appropriate staffing and adequate resources.
  - Keep presentation and application materials up-to-date.

- Trains Housing Team and back-up facilitators on housing workshop facilitator materials.
- Assists Director of Housing and Contract Compliance Analyst with MOHCD reporting for Housing Workshops.

### **Housing Strategy Sessions**

- Assist families and team with other housing-related needs, including:
  - Preparing for and conducting a housing search.
  - Completing applications for housing units and housing subsidy programs.
  - Advocating with housing authorities or other housing providers on the families' behalf.
- Oversees housing team staffing for weekly sessions.
- Trains Housing Associates, Housing Specialist, Client Services housing support staff, and interns on all 4 menu items including:
  - Private Market Search
  - DAHLIA lottery
  - Landlord Advocacy
  - Barrier removal and financial coaching referrals
- Stays current on housing issues pertaining to HPP families as well as the broader community.

### **Housing CQI**

- Serve as Live Data Specialist of the Housing Team, checking quality and timeliness of Housing data entry.
- Leads Housing Program CQI meetings in collaboration with Evaluation and Implementation Manager or Contract Compliance Analyst.

### **Housing Program Administrative Duties:**

- Manage housing contracts (HSH Housing Assistance, MOHCD Tenant Counseling and Workshops, others as needed).
- Ensure contract compliance and monitor spending/budget.
- Complete monthly, quarterly, annual, and ad-hoc reports for program funders in collaboration with the Contract Compliance Analyst.
- Form and cultivate relationships with funders
  - ONE System Agency Lead
    - Ensures timely enrollments for all SHARE and Housing Plus clients into ONE
    - Checks clearances for times of assistance in ONE for all housing clients
    - Trains ONE users at HPP and is primary point of contact for ONE questions and troubleshooting
    - Attends monthly ONE meeting
  - Act as primary liaison to Season of Sharing Fund (SOS):
    - Assist case managers in assembling SOS applications.
    - Present at biweekly review committee meeting.
    - Consult with county SOS Director as appropriate.
  - Assist in coordination of partnerships, including:
    - San Francisco Housing Authority

- BALANCE financial coaching program
- Online housing listings
- Perform other duties or special projects as directed by the Director of Housing.

### **Housing Program Supervision Duties**

- Direct reports include four Housing Associates and Mennonite Voluntary Service interns and student interns, when assigned.
- Provide instruction, support, coaching, and performance feedback to Housing Associates and other members of the housing team.
- Ensure consistent, structured, weekly 1:1 supervision meetings for each staff member.
- Responsible for the on-going professional growth of team members, including identifying competency shortfalls and strengths, determining training needs, arranging appropriate training, and developing supportive tools for staff.
- Conduct yearly performance reviews and create yearly learning plan (Individual Development Plan (IDP)) for all direct reports.
- Serve as housing team point person to respond to housing-related questions from HPP teams, handle client phone calls, etc.
- Trains all new HPP housing hires and provides 1 hour Housing Program Overview Training to all new HPP non-housing staff.

### **Other duties:**

- Input all required data into the HPP Salesforce database (Henri) on a timely basis.
- Keep accurate, up-to-date, confidential documentation of client contact and activity.
- Client notes input into Henri within 24 hours of client contact.
- Schedule and attend weekly individual supervision meetings with all direct reports and interns.
- Attend weekly Program Leadership meetings.
- Be flexible and adapt to changing situations.

### **Core Competencies:**

All HPP Staff are expected to meet the expectations of our Core Competencies:

- **Accountability and Reliability:** Shows honesty, integrity, responsibility, initiative, and is mindful of impact on team/organization.
- **Collaboration:** Participates in agency wide/cross team efforts, shares knowledge and skills, values cohesion and integrity of team.
- **Communication:** Respectful, effective, proactive and willing to engage in hard conversations.
- **Continuous Learning:** Seeks out new challenges, applies new skills, shows growth.
- **Professional Conduct:** Clear boundaries, refrains from gossip/splitting, follows agency standards per Handbook and Policies & Procedures.

### **Qualifications:**

- A.A. or Bachelor's degree in social work or related field or three years of comparable work experience.
- Previous supervisory or leadership experience required.

- Previous housing experience, preferably in the San Francisco Bay Area required.
- Spanish speaker strongly preferred.
- Excellent organizational and interpersonal skills; detail-oriented.
- Project management and assessment skills; ability to problem solve, assess program workflow, make recommendations and manage project to completion.
- Passion for serving low-income families.
- Ability to thrive in a fast-paced and culturally diverse environment.
- Ability to maintain appropriate professional and personal boundaries with high integrity.
- Proficiency with Word, PowerPoint, Excel and Salesforce (or proficiency with other database management systems).
- Demonstrated understanding of the intersection of racism and poverty.
- Understanding of, and commitment to, social justice, and HPP's mission and organizational values.
- Able to communicate effectively both verbally and in writing.

**Physical Requirements:** This position requires the ability to work under stress and handle multiple project deadlines. This position requires an annual tuberculosis test and may require moderate lifting.

**Work Environment:** Fast-paced, multicultural, collaborative work environment

**Hours:** Full time - 39 hours/week

**Directly Supervises:** Housing Associates, Housing Interns

**Salary:** DOE + excellent benefit package

**FLSA Status:** Exempt

**To Apply:** Send resume and cover letter to [Jobs@HomelessPrenatal.org](mailto:Jobs@HomelessPrenatal.org).

The Homeless Prenatal Program is an Equal Opportunity Employer and provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.

### **About HPP:**

The Homeless Prenatal Program (HPP) believes every family wants to deliver healthy babies and raise healthy children in a stable and nurturing home. Seizing the motivational opportunity created by pregnancy and parenthood, HPP partners with families to help them recognize their strengths and trust in their own capacity to transform their lives. At the heart of our program is non-judgmental, supportive case management provided by Family Case Managers, the majority of whom were once HPP clients themselves. As the first agency in San Francisco to hire and promote former clients as employees, HPP is unique in that the community it serves has – from the organization's inception in 1989 – guided its growth and evolution. HPP serves over 3,500 clients per year through supportive, holistic programs including: Prenatal Classes and Support Group, Mental Health Services, Child Care Center, Housing Assistance, Emergency Services and Case Management.