

Maui Economic Opportunity, Inc.

Job Description



Job Title: Housing Assistance Program Manager
Department: Community Services
Reports To: Community Services Director
FLSA Status: Exempt
Prepared Date: February 2022
Updated Date: July 2022
Pay Grade: S19

SUMMARY:

Oversees, administers and manages the Housing Assistance Programs. Oversees identifying and assisting families obtain permanent, affordable, market rental units from subsidized and transitional housing. Position will facilitate the rental process and ensure that good tenant/management relations are maintained to ensure long term housing stability.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Regularly exercises discretion, independent judgement and decision making while performing duties and responsibilities.
- Develops, directs, coordinates and implements all housing program activities in accordance with funding guidelines.
- Supervises, coaches and trains program staff to ensure client outcomes and program quality are documented and reported correctly.
- Assists with evaluating and improving organizational operations and program compliance.
- Plans, implements and evaluates programs to ensure program objectives are met and are in compliance with local, state and federal regulations.
- Responsible for outreach and overseeing the recruitment of landlords to assist them and their families with becoming self-sufficient and improving their overall quality of life.
- Responsible for client interviews to determine and verify program eligibility, competencies and ability.
- Responsible for outreach to identify eligible families to meet target program objects.
- Ensures each client has an Individual Service Plan or Residential Service Plan outlining the specific activities and actions needed to achieve the plan objective.
- Ensures client access to services.
- Responsible for identifying barriers such as personal and family adjustments, finances, employment, food, clothing, housing, and physical and mental impairments to determine nature and degree of barrier(s).
- Responsible for securing information such as medical, psychological, and social factors contributing to client's situation, and evaluates these and client's capacities.
- Coordinates, provides or conducts training to enhance life skills to increase the individual's ability to become self-sufficient.
- Facilitates assistance and referrals as needed.
- Collects and compiles data and completes reports as needed.
- Facilitates the dissemination of information of interest and/or importance to clients.
- Responsible for the creation and maintenance of individual case records, and accesses and records client information to include file auditing.
- Maintains a high level of customer service ensuring that client's needs are met.
- Attends meetings and conferences as needed, which includes out-of-state travel.
- Understands, follows and supports all safety policies and programs.

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- Regular attendance.

NONESSENTIAL DUTIES AND RESPONSIBILITIES:

- Performs other duties as assigned.
- Operates a company vehicle for company business.

SUPERVISORY RESPONSIBILITIES:

- Directly supervises Housing Assistance Program Staff.
- Carries out supervisory responsibilities in accordance with the agency's policies and applicable laws.
- Responsibilities include interviewing, hiring and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Demonstrated skills and abilities in a management capacity relevant to nonprofit program management.
- Working knowledge of management planning and reporting; financial management, planning and reporting, budget preparation, and grant writing and reporting.
- Working knowledge nonprofit social service agencies and available community resources.
- Working knowledge of assistance programs.
- Working knowledge of customer service, interviewing techniques and public relations.
- Working knowledge of community history, traditions and beliefs, and understands and relates to diverse cultural backgrounds and various social and economic levels.
- Working knowledge of computer applications, to include desktop applications.
- Excellent interpersonal skills, which include, written, verbal and listening.
- Organized, detail and tasks oriented.
- General knowledge of the political process and its relationship to nonprofit management.
- Must provide and maintain a clean traffic abstract and a valid driver's license.
- Ability to pass a Department of Transportation (DOT) physical, and comply with the provisions of MEO's Substance Abuse Policy
- General knowledge of health and safety regulations.
- Ability to work varied shifts, which may include nights, weekends and holidays.
- Ability to travel off island on occasion.

EDUCATION and/or EXPERIENCE:

- Bachelor's degree from four-year college or university in a related field and two (2) years' experience to include supervisory experience, or equivalent combination of education and experience.

LANGUAGE SKILLS:

- Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents.

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- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to effectively present information to public groups, and the board of directors.

MATHEMATICAL SKILLS:

- Ability to create, read and analyze financial and statistical reports.
- Ability to work with mathematical concepts such as probability and statistical inference.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY:

- Ability to define problems collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical information including, but not limited to: grant proposals, contracts, financial reports and policy and procedure manuals.
- Ability to deal with several abstract and concrete variables.
- Ability to defuse agitated clients and/or employees in stressful situations.
- Ability to interact and have compassion for persons with mental or physical disabilities.
- Ability to manage many projects at a given time.
- Ability to perform well under pressure.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Valid driver's license and access to an insured vehicle.

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 accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is:

- Frequently required to sit; use hands to finger, handle, or feel; and talk or hear.
- Occasionally required to stand, walk, and reach with hands and arms.
- Regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

WORK ENVIRONMENT:

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

- Occasionally exposed to moving mechanical parts, fumes or airborne particles, outside weather conditions, and vibration.
- The noise level in the work environment is usually moderate.