



Job Announcement

Posted: 7/29/2022

Housing Retention Program Manager

ACCESS is a team of talented and passionate individuals who are very dedicated to making a positive impact on our community every day. If you are a dedicated hardworking person interested in helping support your community then

ACCESS is the place for you

Job Title & Code:	Housing Retention Program Manager (Exempt)
Job Hours:	Full Time
Salary:	\$2352.00-\$2941. Semi-monthly DOE
Benefits Offered:	Health, Dental, RX, Vision, FSA, Vacation, Sick, Holidays, 403B Plan

Position Summary

The Housing Retention Program Manager manages a team of employees who work with low-income households who are unhoused or experiencing housing instability to gain or maintain stable housing. The ideal candidate has experience working with issues related to houselessness; substance abuse, mental health, and history of trauma. They will provide an advanced level of trauma-informed support to the staff members. This person will help develop effective housing stabilization programs that support low-income residents in Jackson County.

Position Duties & Responsibilities

- Oversight of all facets of the team that administers OHCS funded rental assistance and unhoused services within Jackson County to ensure the programs are being administered at a high level of quality including participant assistance and support, detailed documentation, and reporting, and to ensure the team has a balance between working with participants and completing tasks required of each of the program requirements.
- Participates in creating the annual budget with the Support Services Director to implement annual program budgets.
- Oversee budgets and monitor proper tracking of program financials.
- Assist with the development and updating of program work plans, operation manuals/procedures, and training plans. Implements training plans for staff.
- Set and track operational goals for all housing retention and housing stabilization programs.
- Completes and/or approves vouchers, reimbursement forms, or purchase requests.
- Implement training for staff on evidence-based case management and trauma-informed practices.
- Assist in the interview and hiring process for employees.
- Provide a positive, trauma-informed, thoughtful, focused approach, embracing consistency, attention to detail, and creativity.
- Work as a team with the Department Director and Finance Compliance Manager, to develop work plans for State and Federal programs. Suggests programmatic changes to work plans and works with the Finance Compliance Manager to amend plans as necessary according to State and Federal regulations and spend targets are on target during program years.
- With department Director, have overall responsibility of projects and programs functionality.

Apply by Sending Application, Cover Letter & Resume To

ACCESS Attn: Human Resources; 3630 Aviation Way, Medford, OR 97504

OR Email hr@accesshelps.org

Visit www.accesshelps.org for more information



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- Ensure that the Homeless Management Information System (HMIS) is updated in accordance with policies set forth by state and federal program requirements when required.
 - Support the Compliance Analyst to prepare and analyze monthly quarterly, and annual reports.
 - Assist in reviewing data and evaluating programs for effectiveness.
 - Facilitate referrals, both internally and externally. as needed.
- Act as an agency representative at various organizations, boards, and councils as determined by the Department Director.

Position Requirements

- Belief in ACCESS' mission to help provide food, warmth, and shelter.
- Demonstrated experience working with issues related to houselessness, substance abuse, mental health, and history of trauma.
- Bachelor's degree in social services or similar field; the equivalent of work experience in social service management may be substituted for education requirement
- 4 plus years of management experience in a similarly complex environment.
- Ability to coordinate multiple projects simultaneously in a high-pressure and time-sensitive environment.
- Ability to provide training, orientation, consultation, and guidance to supervisors and client-facing staff who serve highly vulnerable populations.
- Experience managing monthly program budgets and reporting for regulatory compliance.
- Ability to build and maintain strong relationships with employees, participants, and community partners.
- Excellent computer skills and proficiency in software programs including but not limited to Microsoft Office products and web-based applications.
- Excellent interpersonal skills.
- Demonstrated ability to work effectively with customers and co-workers and sustain participant and interdepartmental confidentiality.
- Ability to maintain a professional demeanor while working with people that are in difficult situations.
- This position is required to have a work-issued cell phone (in lieu of a cell phone other similar options are available per the agency Cell Phone Election Form).
- Valid Oregon driver's license with record that is acceptable under ACCESS' insurance policies.
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ACCESS provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, ACCESS complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.

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