Join the Damien Center's Housing Team to

End Homelessness for People with HIV/AIDS!

Job Posting: Housing Program Manager

Overview: Working in a team environment, this position will coordinate and oversee the daily operation of the Madison Avenue Apartments, a site-based, permanent housing program for 22 formerly homeless persons with HIV and other chronic illnesses, and scattered site housing units rented by tenants with HUD vouchers.

The successful candidate for this position will have demonstrated skills and experience in housing grant management and supervision of a motivated, compassionate staff in a non-profit environment using a trauma-informed and harm reduction approach. The position is ideal for a person with proven leadership who is innovative, collaborative, and committed to helping others.

Salary & Benefits: Full Time (40 hours) – OT Exempt. Salary range is low to mid-sixties depending on experience. Benefits include Blue Cross Blue Shield Health Insurance, Delta Dental insurance, MetLife life insurance, NYCON Flexible Spending Account, Mass Mutual Retirement with an employer match, and generous PTO (Paid Time Off) to encourage self-care.

Reports to: Director of Programs

Supervises: Peer Housing Advocate, Housing Advocates, Front Desk Advocate, Front Desk Shift Workers, and Front Desk Per Diem Shift Workers

Qualifications:

- Bachelor’s degree in a health or human services field or equivalent relevant experience in a social services setting that deals with HIV/AIDS, homelessness, mental health issues, and/or substance use.
- Minimum of 2 years of management and supervisory experience in a permanent supportive housing environment. Minimum of 2 years’ successful experience managing permanent supportive housing grants using fiscal, budgeting, data, and grant work plan management skills.
- Professional interpersonal, verbal and written communication skills and ability to interact with a wide range of personalities.
- Sensitivity to the needs of persons of diverse social, cultural and economic backgrounds.
- Experience with developing SMART goals for program staff.
- Able to work in and grow our agency culture, in a diverse and multicultural setting, providing trauma-informed and harm reduction services to persons of diverse backgrounds.
- Must possess ability to set boundaries and limits with client population.
- Excellent time management skills with the ability to organize multiple tasks and priorities.
- Availability to work a flexible schedule with some evenings and weekends.
- Proficiency with Microsoft Office and Outlook, and have experience in utilizing and analyzing data to meet funder and agency goals using CQI (Continuous Quality Improvement) processes.
- Able to become proficient in program and agency databases, Homeless Management Information System (HMIS), AIRS (AIDS Institute Reporting System), Electronic Health Record (EHR), and other systems as needed.
- Experience with Continuums of Care (CoCs) such as (Albany County Coalition on Homelessness (ACCH) or other similar body), HIV/AIDS community partners, and neighborhood resources a plus.
- Able to work a flexible schedule to meet program needs and provide regularly scheduled on-call coverage and crisis trouble shooting.
- Valid, unrestricted driver’s license, insurance, and independent means of transportation.

Responsibilities:

- Manage and coordinate housing program services using a housing-first, trauma informed, and harm reduction approach.
- Provide ongoing training, supervision, and evaluation of program staff.
- Prepare narrative and data reporting for program activities and outcomes.
- Set program SMART goals and monitor program data to meet funder/agency expectations, improve services and make programmatic decisions.
- Assist Director of Programs with development and monitoring of budgets, work plans, and recommend modifications as needed.
• Review client documentation for content of services provided and progress notes while ensuring compliance with Article 27F HIV Confidentiality Law for client records and staff interactions.
• Develop and annually review/update program policies and procedures.
• Provide oversight, training, and coordination of volunteers and interns for Housing Program areas.
• Ensure tenant feedback by holding regular Tenant Advisory Board (TAM) meetings and providing meeting notes and improvements planned to Directors and assist with CQI (Continuous Quality Improvement) using data to create/monitor process and outcome improvements using the PDSA cycle and SMART goal setting.
• Serve as agency liaison to Albany’s HUD Continuum of Care (CoC) (Albany County Coalition on Homelessness – ACCH), attend CoC meetings and work actively with the CoC to ensure agency compliance with HUD reporting and operating requirements. Ensure staff representation on CoC subcommittees and other community committees as needed.
• Facilitate coordination with other human service agencies to ensure tenants are reducing barriers to care and provide conflict resolution coordination to handle tenant grievances.
• Assure Housing Program is working as a team and fully supports other teams in the agency.
• Provide regularly scheduled on-call coverage and crisis trouble shooting.
• Work with Facilities Manager to implement regularly scheduled maintenance and operations activities to ensure that the Damien Center building is in safe and efficient operating condition and that all repairs/maintenance are completed in a timely manner.
• Fully support and grow the Damien Center Pharmacy Program and work to support members in reducing barriers to help each person achieve durable HIV Viral Load Suppression.
• Support and participate in a culture of philanthropy by recognizing that fundraising efforts—including donor relations and organizational agency communication—include all staff and are essential to carry out the work and mission of the organization. Assist with development efforts as requested by supervisor.
• Attend full staff meetings and meet required 24 hours of annual training.
• Fully engage in self-care to promote physical, emotional, and spiritual well-being.
• Other duties and special projects as assigned.

**The Albany Damien Center’s mission** is to enhance the lives of people affected by HIV/AIDS in an affirming environment and to reduce new infections in the communities we serve. **Our vision** is a community where people with HIV/AIDS achieve their desired potential and are respected as coworkers, neighbors, and friends, while striving for an HIV free generation.

**The Albany Damien Center is committed to building a culturally diverse staff and strongly encourages applications from minority candidates, women, persons from our LGBTQ community, persons living with HIV/AIDS, and persons formerly homeless.**

**To Apply:** Please send 1) cover letter 2) resume and 4) list of three professional references