

Job Posting: Housing Program Manager

Overview: Working in a team environment, this position will coordinate and oversee the daily performance of the Madison Apartments and Damien Center Scattered Site programs for formerly homeless and unstably housed persons with HIV and other chronic illnesses. 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.

Reports to: Director of Programs **Supervises:** Peer Housing Advocate, Community Health Worker, Housing Advocate, and Housing Retention Specialists and Peer

Status: Full Time (37.5 hours) – OT Exempt. **Salary Range:** \$65,000 - \$68,000 depending on experience.

Benefits include:

- 15 paid holidays and generous paid time off
- Health & Dental Insurance – with great coverage and low deductibles
- 403b Retirement plan with employer match
- MetLife life insurance - \$50,000
- Flexible Health Spending Account
- Continued Professional Development and Training Opportunities

Qualifications:

1. Bachelor's degree in a health or human services field or equivalent experience.
2. Minimum of 4 years of management and supervisory experience in a permanent supportive housing environment utilizing a harm reduction and trauma-informed approach.
3. Minimum of 2 years' successful experience managing permanent supportive housing grants using fiscal, budgeting, data, and grant work plan management skills.
4. Professional interpersonal, verbal, and written communication skills and ability to interact with a wide range of personalities.
5. Experience with mentoring program staff to achieve mutually agreed upon SMART goals.
6. Experience in monitoring program data in effort to meet/ exceed funders expectations and make programmatic changes.
7. 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.
8. Time management with the ability to organize multiple tasks and priorities.
9. Availability to work a flexible schedule with some evenings and weekends.
10. Proficiency with MS Excel, Word, E-mail, and have experience in utilizing and analyzing data to meet funder and agency goals using CQI (Continuous Quality Improvement) processes.
11. Able to become proficient in program and agency databases Homeless Management Information System (HMIS) and AIRS (AIDS Institute Reporting System), Electronic Health Record (EHR), and other systems as needed

12. Valid, unrestricted driver's license, insurance, and independent means of transportation.
13. 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.

Responsibilities:

1. Coordinate housing program services using a housing-first, trauma informed, and harm reduction approach.
2. Provide ongoing training, mentoring, supervision, and evaluation of program staff.
3. Prepare narrative and data reporting for program activities and outcomes.
4. Set program SMART goals and monitor program data to meet funder/agency expectations, improve services and make programmatic decisions.
5. Development and monitoring of budgets and work plans.
6. 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.
7. Develop and annually review/update program policies and procedures.
8. Ensure tenant feedback by holding regular Tenant Advisory Board (CAB) 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
9. 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.
10. Facilitate coordination with other human service agencies to ensure tenants are reducing barriers to care and provide conflict resolution coordination to handle tenant grievances.
11. Provide on-call assistance as per schedule.
12. 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.
13. 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.
14. Supports and participates 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.
15. Attend full staff meetings and meet required 24 hours of annual training
16. Engage in self-care to promote physical, emotional, and spiritual well-being
17. Other duties and special projects as assigned.

Albany Damien Center

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The Albany Damien Center's mission is to enhance the lives of people with HIV, mental health, and homelessness in a safe, inclusive environment. **Our vision** is a more equitable community, where people achieve their desired potential.

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 3) list of three professional references by e-mail to careers@albanydamiencenter.org Applications will be accepted via e-mail and are encouraged to have all attachments. Continuous recruitment until position filled.