

Manager of Supportive Housing

Department: Resident Services

Office: Jessie Street

Location: Santa Cruz, CA

## WHY MIDPEN

At MidPen, we build communities that change lives. Since 1970, we have been committed to our mission: to provide safe, affordable housing of high quality to those in need; establish stability and opportunity in the lives of residents; and foster diverse communities that allow people from all ethnic, social, and economic backgrounds to live in dignity, harmony, and mutual respect.

We develop affordable housing, provide professional property management for all our communities, and coordinate robust onsite support programs that help residents thrive. We are active in 12 Northern California counties and have earned recognition as one of the nation's leading non-profit developers and stewards of affordable housing. Our current portfolio of more than 130 properties is home to 20,000 working families, seniors, and people with special needs. We take pride in delivering affordable housing solutions, and we invite you to join us on a journey toward social, economic, and racial equity.

## ABOUT RESIDENT SERVICES

The Resident Services team is responsible for bringing essential support services to our residents. Our three areas (Family Services, Senior Services, and Health and Supportive Housing) build relationships with our residents by engaging, connecting, and providing services to help them maintain stable housing and achieve self-sufficiency. Our programming emphasizes long-term financial and physical health and mobility and spans financial workshops, ESL classes, senior wellness activities like Bingocize (BINGO and exercise!), after-school programs, and a six-week summer program for young residents. The Services team is also instrumental in ensuring food security through onsite food distributions in partnership with local organizations. Rooted in our ICARE values (Integrity, Collaboration, Accountability, Respect, and Excellence), and our Guiding Principles of Diversity, Equity, Inclusion, and Belonging, Resident Services also works closely with our residents and community partners, and their fellow MidPenners - including close collaboration with our Property Management team.

## BENEFITS AND COMPENSATION

In 2023, MidPen was again certified as an official Great Place to Work®, and for good reason! In addition, we offer a best-in-class benefit package that includes healthcare options (Kaiser or Sutter), dental, vision, life & disability insurance. We also offer a wide range of voluntary benefits; 403(b) retirement investment opportunity and annual financial literacy and retirement planning options, FSA for childcare, medical and commuter benefit options, Employee Assistance program and pet insurance for our furry, feathered, and scaled friends. In addition to 14 paid company holidays, which include a paid winter holiday break between Christmas and the New Year, we offer 4 paid wellness days for employees to disconnect and recharge. As a learning organization, we encourage professional development and career advancement, and we offer up to \$3,000 annually (\$12,000 lifetime maximum) for education assistance with tuition reimbursement and/or loan debt relief that includes qualified family members. And, as a family-

friendly company, we offer a paid time off parental leave benefit of 12 weeks in a 12-month period for new or expecting parents. Check out our benefits snapshot on our careers page.

## PAY RANGE

\$75,000 - \$86,000 Annual Salary - Pay based on applicable experience and qualifications

## POSITION OVERVIEW

The Manager, Supportive Housing reports to the Director or Senior Manager, Support Housing and plays a critical role in implementing MidPen Services' supportive housing strategies across a diverse, 12-county portfolio. The Manager, Supportive Housing is responsible for the day-to-day oversight and management of a portfolio of properties and staff. This position manages, coaches, and supports a team of up to seven site staff. The Manager, Supportive Housing provides programmatic/clinical oversight, program implementation, and administrative oversight to Supportive Housing programs to minimize crisis and support stable housing. The Manager, Supportive Housing also manages external partner relationships, which may include public agencies, referral partners and/or 3rd party partners who provide on-site health programs and support.

## ESSENTIAL DUTIES

### Program Efficacy & Efficiency

- Provide programmatic support and guidance to support services staff to ensure high-quality delivery of services; consult with case management staff on direct service and documentation
- Serve as a member of the management team for supportive housing, including sharing best practices across the supportive housing team
- Partner with Property Management to address site-level challenges; address crises in a timely manner and ensure key partners and stakeholders are appropriately involved and informed
- Respond to after-hours emergency calls for assigned portfolio and other portfolios as needed
- Represent Resident Services at monthly community meetings for assigned portfolio
- Ensure compliance with the Supportive Housing Operations Manual and regulatory and contractual requirements
- Implement regular resident needs assessments and bi-annual resident satisfaction surveys; create a culture of customer-service and a focus on resident voice in decision-making
- Manages initiatives and special projects that serve high-acuity populations
- Ensure adherence to property and program budgets

### Effective Team Building

- Manage a portfolio of properties and associated staff including Senior Case Managers and Case Managers
- Provide direct support and supervision to Senior Case Managers and/or Case Managers
- Effectively onboard new team members; provide strong professional development and performance management for direct reports; manage annual planning and goal-setting processes for assigned portfolio
- Ensure a healthy team culture that models MidPen's core values and diversity, equity, inclusion and belonging principles
- Run portfolio team meeting and help design and facilitate in-person trainings and meetings for the supportive housing team

### Partnerships

- Manage partnerships within assigned portfolio; develop new partnerships and relationships with outside service providers whose services may enhance on-site service delivery to tenants
- Support property management in resolving challenges during lease up due to coordinated entry
- In collaboration with CalAIM team, manage implementation of CalAIM within assigned portfolio
- Support the Director and Senior Managers in ensuring mutual accountability and regular feedback in relationships with third party partners

#### Data-driven decision-making

- Review portfolio-wide data to understand successes and opportunities for improvement; support the Director in monitoring acuity and vulnerability to inform changes to strategy
- Ensure staff follow reporting norms and requirements; provide oversight on the timeliness and quality of data entered in Salesforce; ensure HIPAA compliance and strong data security practices
- Support regulatory and funder reporting as needed
- Ensure the availability and quality of data shared between MidPen and third-party partners
- Identify staff who need additional training around data and reporting and ensure training is provided
- Performs other duties as assigned

#### QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the education, knowledge, skill, and/or ability required.

#### Education and Experience

- B.A. or B.S. degree or an equivalent combination of education and relevant experience
- M.S.W or M.A. in psychology, counseling, or a related field and LCSW/MFT preferred
- 5 years' experience working in a social service, or community-based organizational setting including at least 3 years of experience in case management with high-acuity populations in an affordable housing setting; additional experience working in a clinical environment preferred
- Two years' experience directly supervising case managers
- Experience supervising and coaching team members for performance
- Experience implementing and evaluating programs and services for high-acuity populations; experience managing contracted partners strongly preferred
- Prior experience with Coordinated Entry and HMIS systems preferred

#### Knowledge, Skills, and Abilities

- Strong project manager and operational leader with excellent organizational skills and strong attention to detail
- Strong collaboration skills
- Familiar with best practices like motivational interviewing, housing first, harm reduction, and trauma-informed care
- Demonstrated biopsychosocial assessment skills
- Demonstrated ability to work with diverse communities in a multi-lingual environment
- Ability to communicate professionally and effectively via phone and in writing with site staff and cross-functional internal partners, residents, public agencies, and members of the community

- Demonstrated clinical judgment, discretion, and crisis-resolution abilities when working with diverse stakeholder teams, including residents
- Exemplifies MidPen's Core Values and Diversity, Equity, Inclusion and Belonging principles
- Proficiency with Salesforce or comparable HMIS; proficiency with Microsoft Office (i.e., Excel, Word, PowerPoint, and Outlook) and other office productivity tools
- Must possess a valid California Driver's License, proof of current auto insurance, and reliable transportation
- Commitment to the Mission and Values of MidPen Services and MidPen Housing

#### Physical Requirements

- Constantly perform desk-based computer tasks
- Frequently sitting
- Occasionally stand/walk, reach/work above shoulders, grasp lightly/fine manipulation, grasp forcefully, use a telephone, sort/file paperwork or parts, lift/carry/push/pull objects that weigh up to 15 pounds
- Rarely twist/bend/stoop/squat, kneel/crawl

This description reflects management's assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned.

#### EQUAL OPPORTUNITY EMPLOYER

MidPen Housing Corp. 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.

Consistent with its obligations under the law, MidPen Housing Corp. will provide reasonable accommodation to any employee with a disability who requires accommodation to perform the essential functions of his or her job. MidPen believes that diversity and inclusion among our teammates is critical to our success, and we seek to recruit, develop, and retain the most talented people from a diverse candidate pool.

To apply, visit <https://apptrkr.com/6048155>

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