

Job Title: Housing Supervisor

**YWCA Hanover
Job Description**

Job Title: Housing Supervisor

Revision Date: 2024

Full time **Part time**

Hours of Work:

Shift:

Department Name: Safe Home

Department Number:

Reports To:

To be completed by the Human Resources Department:

FLSA Status: Exempt Non-Exempt

Classification:

Grade Level:

POSITION SUMMARY

YWCA Safe Home is a 501(c)(3) non-profit dedicated to providing direct services to victims of domestic violence in Adams and York Counties, Pennsylvania. Safe Home strives to empower clients to achieve their self-defined goals and to support their ability to obtain and maintain their personal safety. The Housing Supervisor is responsible for overseeing at least 2 Housing Advocates in their efforts to assist victims of domestic violence experiencing homelessness in obtaining and maintaining permanent housing in locations in both Adams and York Counties. The Housing Supervisor guides Housing Advocates in providing case management in line with Safe Home's policies and procedures in a trauma informed manner in adherence with Housing First and harm reduction principles to ensure that service recipients are treated in an empowering, dignified, and sensitive manner. The Housing Supervisor may also engage in direct client services. The Housing Supervisor will assist the Director of DV Services and Assistant Director with administrative tasks related to program management, including documentation, report writing, and other tasks as assigned.

ESSENTIAL REQUIREMENTS

1. Bachelor's Degree in Social Work, Human Services, or a related field and/or equivalent experience. A combination of education and experience may be considered.
2. Must have knowledge of domestic violence and other serious crimes and their impact on victims, with a particular focus on the housing needs of these individuals.
3. Must pass criminal background check(s).
4. Must have a valid Driver's License and have access to reliable transportation.
5. Must travel in inclement weather, as needed.
6. Must observe safety and security procedures.
7. May require evening and weekend hours/travel for client services.
8. May be required to report to work in either Safe Home's Hanover or Gettysburg office.
9. Must be well organized and adaptable to changes in daily schedules and the work environment.
10. Proficient in the use of Microsoft Office products, including Excel, Word, Outlook, and PowerPoint.
11. Must attend all program mandated professional development events, including meeting all continuing education requirements.
12. Must have working knowledge of the strengths-based, client centered approach.
13. Demonstrated ability to lead a team, including excellent interpersonal and conflict resolution skills.
14. Must be familiar with community resources and knowledgeable about options available to victims and survivors of domestic violence.
15. Successful completion of the Pennsylvania Coalition Against Domestic Violence (PCADV) training as well as training specific to Rapid Rehousing Program Model, upon hire.
16. Must have demonstrated ability to work in a professional, respectful, and diverse workplace environment.
17. Must maintain professional working relationships with people of differing backgrounds, ages, maturity, abilities, races, colors, creeds, genders, ancestry, national origin, marital status, sexual orientation, religion, socio-economic status, and experiences.
18. Must be able to show respect and sensitivity for cultural differences. Treats people with respect; works with integrity and ethically; upholds organizational values.
19. Must be an effective written and verbal communicator, and able to draft documents in a clear and concise manner free of grammatical or other mistakes.
20. Requires ability to maintain confidentiality, and to make appropriate decisions in crisis situations.
21. Must be able to keep necessary documentation, both written and computerized as required case notes, safety/goal plans, referrals, time entry, mileage, and expenses.
22. Upon hire must complete all requirements to become a mandated reporter of child abuse.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Provides day-to-day supervision of Housing Advocates, implementing all applicable human resource policies and procedures, including managing workflow, delegation of assignments, completion of performance records and evaluations, approving PTO requests, and other tasks as assigned.
2. Guides staff in providing case management utilizing trauma informed care and a strengths-based approach that is in line with Housing First and harm reduction principles to empower survivors and encourage their autonomy and sense of control.
3. Supports staff in handling difficult and complex cases.
4. Assist in training staff in Safe Home's case management approach, trauma informed care principles, harm reduction practices, motivational interviewing, and program specific policies and procedures.
5. Promotes professional development of staff.
6. Ensures timely and accurate data management, including VISPDAT assessments, data entry into Empower DB, internal case notes, and other data management systems.
7. Coordinates with multiple Continuums of Care (COCs) to assist with the accurate entry of data into the Homeless Management Information System (HMIS).
8. Provides intervention for service recipients and serves as a point of contact for grievances.
9. May provide on-call coverage as needed as part of the programmatic management team rotation.
10. As needed, intervene at the client level to provide, or coordinate the delivery of direct services to participants and their families.
11. Conduct inspections of participants' prospective housing to ensure it meets the minimum requirements outlined by HUD.
12. Intervene at systems level to support existing services and to expand and improve access to needed services.
13. Maintain knowledge of resource availability and service costs.
14. Identify gaps in service or systems within or outside of the agency with the support of the Housing Advocates.
15. Professionally conduct services, ensuring strict confidentiality of participants.
16. Attend all events, meetings, committees/task force meetings, and community events as deemed appropriate by Supervisors, Assistant Director, Program Director, and/or Executive Director.
17. Responsibly and timely completion of check/petty cash requests after verifying eligibility, manages check disbursements, and securely distributes program funds.
18. Other duties as assigned by the Director of DV Services, Assistant Director, or YWCA Hanover CEO.

ESSENTIAL PHYSICAL AND MENTAL JOB REQUIREMENTS

The following items apply to the essential job functions of the job title listed above. This list is used as a guide only and is not an exhaustive or comprehensive list.

1. Following Directions

- Full Understanding of Both Written and Verbal Instructions Required
- Understanding of Verbal Instructions Only Required
- Understanding of Written Instructions Only Required

2. Communication - English

- Excellent Verbal Communication Skills Necessary
- Basic Verbal Communication Skills Necessary
- Limited or No Verbal Communication Skills Necessary

3. Functional Reading - English

- Fluent Reading
- Recognition of Signs/Symbols
- Simple Reading
- No Reading Skills Required

4. Hearing

- Ability to Hear Required
- Limited Hearing
- Hearing Not Required

5. Seeing

- 20/20 Vision with Corrective Eyewear
- Limited Vision
- Vision Not Required

6. Functional Math

- Complex Computational Skills (Accounting and Financial Skills)
- Simple Computational Skills (Add, Subtract, Multiply, Divide, Percentages)
- Simple Counting Skills
- No Mathematical Skills Needed

7. Time

- Must Tell Time to the Minute
- Must Recognize Specific Times (Arrival, Departure, Breaks, Lunch)

8. Orientation (Familiarity with Surroundings)

- Several Blocks from Building
- Building Only
- Work Area
- Room Only

9. Mobility Skills

- Mobility Within the Building

- Mobility Within a Four-Block Radius
- Driving Required

10. Sitting

- 75% - 100%
- 50% - 75%
- 25% - 50%
- Less than 25%

11. Standing

- 75% - 100%
- 50% - 75%
- 25% - 50%
- Less than 25%

12. Bending

- Knees and Waist
- Waist Only
- Knees Only
- No Bending Required

13. Lifting

- Greater than 30 lbs.
- 10 - 30 lbs.
- Less than 10 lbs.
- No Lifting Required

14. Reaching

- Greater than 6 Feet
- 2 - 6 Feet
- Less than 2 Feet
- Reaching Required

15. Reasoning Ability

- Must be able to maintain composure under stressful and/or emotional situations.

16. Work Environment

- Must be able to maintain composure under stressful and/or emotional situations.
- The noise level in this work environment is: **Moderate.**

The work environment characteristics described within are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities as described within the Americans with Disabilities Act of 1990 to perform the essential functions of this position.

Acknowledgement

Reviewed with employee by:

Supervisor/Manager/Director/ Name:	
Title:	
Date:	

I acknowledge that I have reviewed this job description and that I understand all content.

Employee name: <i>(please print)</i>	
Employee Signature:	
Date:	

The above job description is intended to describe the general nature and level of the work being performed by employees assigned to this job title. This is not an exhaustive or comprehensive list of all duties, tasks, and responsibilities. Employees will be expected to perform duties that do not appear in the job description. Management reserves the right to amend and change responsibilities to meet operational and organizational needs as necessary.