



Job Description

Job Title: Time Limited Emergency Rental Assistance Supervisor

Department: Stabilization Services

Supervisor: Homelessness Prevention Manager

FTE: 1.0

Status: Non-Exempt

Salary Grade: 27

Solid Ground believes poverty is solvable. Our communities are stronger when we support stability and break down the barriers to overcoming poverty. Solid Ground does both. We combine direct services with advocacy to meet basic needs, nurture success, and spread change. Through our programs, people gain stability and build skills that equip them to move forward in their lives. Through advocacy, we work toward ending racism and other oppressions embedded in our institutions, policies, and culture that hold people back from succeeding. We bring the voices of people experiencing poverty into the political process, furthering social justice and supporting our entire community to reach its potential. As our workforce evolves to reflect the diversity of the communities we serve, our agency and workplace will be enriched and strengthened and as such we will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency and an understanding of oppression and its impact.
- Participate in intentional learning efforts, including events relating to understanding and dismantling institutional racism and building cultural competency and encourage staff to fully engage in those activities

Job Summary: The Emergency Rental Assistance Supervisor is part of the Homelessness Prevention Team that supports individuals and families at risk for homelessness as allowed by temporary funding in response to the COVID-19 pandemic, such as the United Way's Home Base program. This position manages Emergency Rental Assistance Coordinators who provide emergency rental assistance to the target population. The Emergency Rental Assistance Supervisor must have demonstrated skills in organization and attention to detail, as well as decisiveness, adaptability, and accountability. They will be the point person for ensuring quality service delivery for program participants, accuracy of financial information for determination of rental payments, and quality assurance with data collection and entry. This individual must also be able to provide direct feedback to staff in a supportive manner, and ensure staff accurately execute paperwork, provide trauma informed services, and follow an organized process for collecting information and submitting completed documentation.

Essential Responsibilities, Duties & Tasks:

- 25% In coordination with Homelessness Program Manager, hire, train, supervise, evaluate and support program coordinators. Provide on-going support, direction, and professional development. Approve timesheets and monitor performance. Provide leadership, oversight, and support to facilitate day-to-day operations of Emergency Rental Assistance programming. Provide necessary direction and development to direct reports through regular staff meetings, individual goal setting and identify training and workshops to enhance staff skills and career enhancement and opportunities. In coordination with Homelessness Program Manager conduct performance evaluations. Mediate concerns that arise within the program. Enforce program and agency policies and procedures.
- 25% Monitor fund source contracts related to Solid Ground's Emergency Rental Assistance Programs and ensure that program activities are carried out according to contract guidelines. Monitor program funds, expenditures, and all financial documentation. Review information and documentation collected by Coordinators to ensure accuracy and completeness before submission for payment. Support the Homelessness Prevention Manager in contract negotiation with funders. Ensure accurate data entry and provide data to support timely submission of project accomplishments and reports to program funders. Compile reports as assigned in coordination with Homelessness Prevention Manager.
- 25% Provide direction and support to staff for client screening and to ensure clients meet eligibility standards. Along with staff, contact landlords and/or tenants to offer emergency rental assistance based on information received from assigned landlords and/or directly from tenants. Screen tenants for eligibility and collect required documentation. Ensure all landlord information is accurate and complete and upload to Solid Ground drive and then submitted for review to Manager. Follow-up with forms and data entry, as necessary. Track applications worked on and completed on Solid Ground drives. Ensure staff assess tenants for other needs and refer to community resources as appropriate.
- 15% Work in coordination with Manager to ensure the accuracy of contract reporting, data collection practices, and budget management. Maintain data tracking systems to ensure accurate data collection.
- 5% Assist the Stabilization Services Director and Homelessness Prevention Manager in program evaluation efforts, program advocacy, and development of systems and procedures to identify and implement continuous improvement efforts to enhance the services of Homelessness Prevention Programs.
- 5% Participate in program, team, department and agency meetings and relevant trainings as required, including agency anti-racism efforts. Attend local coalition and funding meetings as appropriate.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Education & Experience:

Requires one of the following:

- a) At least three years of experience in a social service or related setting, with at least 1 year of experience in providing supervision of staff and/or volunteers and 1 year of experience tracking data in database and/or Excel.
- b) Bachelor's Degree in Social Work, Business or other related field and at least 1 year of experience in social service or another related setting, at least 1 year of experience in providing supervision of staff and/or volunteers and 1 year of experience tracking data in database and/or excel.
- c) Any combination of education, experience and measurable performance which demonstrates the capability to perform the duties of this position including providing supervision of staff and/or volunteers and demonstrated experience tracking data in database and/or excel.

Also requires

- One year experience in financial management, program development, contract monitoring, budgeting, tracking expenditures, and supervision of staff and/or volunteers and,
- Demonstrated experience and skills using Office 365, including Outlook, Word and Excel and other databases such as HMIS and/or CaseWorthy

Minimum Qualifications

- Two years of experience providing direct supervision to 2 or more direct reports
- Experience (demonstrated) leading groups, initiatives, projects, etc. within your program or agency
- Experience and comfort in training staff and/or volunteers
- Demonstrated excellent organizational, verbal, and written communication skills
- Demonstrated ability to work independently and collaboratively, as well as represent the agency in community partnerships
- Independent and self-motivated with the ability to problem solve
- Ability to gather and hold contractual knowledge and requirements and communicate those requirements to staff and others
- Ability to handle multiple tasks under stressful situation
- Exhibit skill in flexibility and adaptability when balancing requests and requirements from multiple funders
- Experience serving low-income communities or demonstrated an interest in issues affecting low-income communities
- Willingness and ability to work with people from a variety of racial, cultural, education and economic backgrounds with various lifestyles and sexual orientations.

- Knowledge of organizations providing social services to low-income populations in King County
- Valid driver's license, access to reliable vehicle, and willingness to drive as needed throughout King County

Desired Qualification

- Experience monitoring data quality/accuracy and developing systems to improve data tracking
- Experience managing contracts and compiling program funding reports
- Experience working in a direct service capacity with individuals facing housing instability
- Bilingual in Spanish

Anti-Racism Initiative (ARI) Expectations:

- Foster discussion and learning among staff to better understand and dismantle institutional racism
- Abide by and support agency-wide efforts to incorporate anti-racism principles and cultural competency and standards into all hiring processes and performance evaluations

Physical Demands/Working Conditions: This position works in an office setting, performing general office duties. Position requires employee to lift/carry up to 20 pounds rarely, 5-10 pounds occasionally and push/pull 10 pounds seldom, 1-5 pounds frequently. Employees spend 65% of this time on the computer and 35% of the time on the phone and in meetings. **During the current COVID-19 pandemic,** this position is remote, and some office work may be required. Some driving and delivery of checks and/or paperwork may be required. Position has the ability to sit/stand as needed. Stairs may be required at offsite locations.

Solid Ground is an equal opportunity employer committed to workplace diversity. We do not discriminate on the basis of gender, age, race and color, religion, marital status, national origin, disability or veteran status.