



## Job Description

**Job Title:** Sand Point Family Permanent Supportive Housing Manager

**Supervisor:** Residential Services Director

**Department:** Residential Services

**Status:** Exempt

**FTE:** 1.00

**Salary Range:** 32

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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.

- 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.

**Job Summary:** Sand Point Family provides permanent housing and support services to 27 formerly chronically homeless families. These families live on-site and receive case management services through our supportive housing team.

The Program Manager provides case management and support services to a primary case load of 10 families and is the first point of contact to address resident concerns and provide guidance to staff. Other responsibilities include but are not limited to: oversight of the day-to-day operation; program compliance; policies and regulations; program outcomes; and respond to inquiries from Internal and External Business Partners. This position also provides behavioral health assessments, coordinates linkages to community based providers, and works with the team to coordinate services and supports to help residents achieve quality of life. This position supervises the Case Manager and the Residential Advocates. In addition, this position requires having a flexible schedule and the ability to work weekends.

## Essential Responsibilities, Duties and Tasks:

45% Responsible for the day-to-day operation of on-site programming, including coordinating and monitoring case management and volunteer services. Assist staff in developing Housing Stability Plans and goals to address housing, mental health, substance abuse, income, and other areas of need. Develop trusting relationships with residents to encourage and promote resident involvement in community building activities on campus such as the annual barbeque, monthly community meetings and the Resident Advisory Committee.

Ensure that the program is sound and services are aligned to achieve the organization's mission and strategies. Assist with the development of program standards that align with our contract goals. Develop systems, policies, and procedures, including appropriate service levels.

Schedule and direct the work of staff; train staff in Trauma Informed Care Principles, Harm Reduction, Motivational Interviewing and the Housing First Approach to service delivery. Participate in Care Conference Meetings and assist with the development of an Eviction Prevention Plan.

Review resident's file monthly and provide feedback to staff; performs HMIS data quality checks and work with the team to prepare files for program audits.

15% Maintain appropriate occupancy levels by working with Property Management and CEA to post unit vacancies and eligibility criteria. Monitor the screening and application process to ensure families being referred to SPFPSH meets entrance criteria. Coordinate with Property Management and Operations to ensure that units are safe and clean.

15% Maintain written and computerized records, including case notes, incident reports and other relevant documentation; ensure that appropriate levels of confidentiality is maintained. Prepares annual budgets and negotiate fund source contracts for Sand Point Campus Housing. Monitor expenses and prepare monthly, quarterly and annual expenditure and statistical reports required by various funding sources.

15% Develop annual work plan using the Agency Strategic Plan as a guide. Ensure program quality by developing, implementing and evaluating program goals and outcome-based objectives in response to community and program needs. Work with Residential Services Director to identify additional services and fund sources. Work with Resource Development staff in the development of grant proposals and/or fundraising activities for the program as requested.

5% Represent program in relevant community forums, coalitions, and planning processes to lead community response to homelessness.

5% Identify and communicate program issues to Department Director and Agency management. Work closely with the Residential Services Director to manage the risk for the program; create policies and procedures to prevent or respond to safety or legal issues. Integrate agency

directives, policies and procedures within program services as needed. Participate in program, department and agency meetings and relevant training as required.

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 and Experience:**

- a) Master of Social Work or related field including Masters in Counseling or Family and Child Studies. At least two years of experience working with families experiencing homelessness, developmental, emotional and behavioral health issues. One year of experience supervising staff, social work interns and volunteers.
- b) Experience with crisis intervention, conflict resolution, family case management, motivational interviewing, harm reduction, cultural competency and sensitivity in a residential setting and support group facilitation.
- c) Experience addressing a variety of social issues such as homelessness, mental health, trauma, domestic violence and substance abuse, and knowledge of local resources available to assist individuals impacted by these issues.

### *Also requires:*

- Two years of experience in financial management, contracting and budgeting;
- Experience with crisis intervention, conflict resolution, child development and case management services for families and children with providing advocacy-based counseling services.

### **Minimum Qualifications:**

- Demonstrated knowledge of Project Based Section 8 Program, HUD compliance, property management and tax credit programs.
- Experience managing program participants in a residential setting.
- Demonstrated planning, program development and problem-solving skills.
- Excellent communication skills, both oral and written.
- Excellent organizational abilities, initiative and attention to detail.
- Ability to work individually in a self-directed manner and as part of a team. Ability to promote team work among staff.
- Strong knowledge of computer software (Microsoft Word, Excel and Outlook). Prior experience with HMIS or comprehensive database desirable.
- Willingness and ability to work with people from a variety of racial, cultural and economic backgrounds, with various lifestyles, sexual orientations, and of all ages.
- Familiarity with issues of homelessness, domestic violence, and substance abuse, and knowledge of local resources available to assist individuals impacted by these issues.

- Access to reliable transportation, valid driver's license, vehicle insurance that meets Washington State's minimum guidelines and the ability and willingness to travel throughout King County.

**Desired Qualifications:**

- Bilingual in Spanish or any other languages.
- Knowledge of changing housing systems and funding environment.
- Ability to create a vision for team.
- Strong initiative in program planning and management, with a focus on accountability to communities we serve.

**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 90% of the time and 10% of the time in the field. Employees spend 75% of office time on the computer, and 15% of office time on the phone, and meetings. Work outside the office is 7% meetings and 3% driving (10%). Position requires the employee to lift/carry up to 15 pounds rarely, 5-10 pounds occasionally and push/pull 5 pounds seldom, 1-5 pounds frequently. The employee has the ability to sit/stand as needed. Stairs required. Must be available to work weekends.

**Hours and Compensation:** This is a fulltime non-union position. Salary is \$65,728 per year plus benefits. Benefits include medical, dental, short-term and long-term disability insurance, basic life insurance, 401(k) savings plan including agency contribution and match, holiday pay, generous paid personal leave package and tax- sheltered health care and dependent care accounts.

**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.**