



Job Opening at Solid Ground

Job Title: Broadview Housing Program Manager

Status: Exempt

Department: Residential Services

Supervisor: Broadview Director

FTE: 1.0

Salary Grade: 32

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

Broadview is a 24-hour facility providing emergency shelter (10 units), transitional housing (21 units) and support services to women, children, and youth whose lives have been disrupted by family violence, substance abuse, inadequate medical and mental health care, long periods of family separation, child abuse and neglect and poverty. Support services include on site crisis intervention, case management and advocacy-based counseling, legal advocacy, information and referral, and long-term stabilization services.

The Housing Manager is responsible for managing the day-to-day operation of services within the Shelter and Transitional Housing Programs, including supervising Housing Case Managers, and providing direct service to clients. The Housing Manager is also part of the on-call team and responds to crisis calls during the evenings and weekends. The position is responsible for determining program staffing levels, providing staff supervision, and responding to emergency personnel including law enforcement, emergency medical providers and the fire department during client and building emergencies.

Essential Responsibilities, Duties and Tasks

Program Supervision: Develop and administer the day-to-day operation of the short-term emergency crisis shelter and longer-term transitional program. Oversee screening, intake, information and referral and support services provided to residents in the emergency shelter program. Attend Community Case Conference meetings within DVCHAP to screen for transitional housing residents through the DV Coordinated Entry System.

Staff Supervision: Hire, supervise, evaluate and train regular and on-call day/swing and graveyard Housing Case Manager staff. Schedule and assure adequate coverage for shelter and transitional programs. Provide staff support through regular meetings and identify trainings and workshops to enhance Housing Advocate skills. Mediate concerns that arise. Enforce program and agency policies and procedures.

Community Outreach: Conduct outreach with community agencies to ensure coordination of services to Broadview residents; Participate in DV community work groups as assigned.

Support Services: Provide backup assistance with crisis intervention, advocacy-based counseling, information and referral, and other support services to shelter and transitional programs as necessary. Authorize the use of client assistance funds for legal, move-in cost and other expenses to eliminate resident barriers.

Administration: Regularly review Shelter and Transitional resident records, daily logs, weekly goal plans and progress reports to help ensure program records and resident documentation are maintained adequately and consistently as required. Ensure documentation is entered into the Solid Ground database in a timely manner. Assist with gathering information for contracts and reports.

Collaboration: Assist with coordinating weekly case conferencing meetings and work to ensure the coordination of services within the emergency shelter, transitional housing, maintenance staff and children's program.

Leadership: Provide input to the Program Director on programmatic, facility, maintenance and budgetary needs for the shelter and transitional programs. Participate in budget meetings and strategic planning meetings to improve Broadview Services and advance the agency's goals.

Safety: Work to foster an atmosphere of support and safety for residents, staff, and volunteers. Help maintain order and security in the buildings and communicate/enforce program policies and procedures. Work in partnership with maintenance staff to ensure successful services that support Broadview goals.

Teamwork: Participate in program, department and agency meetings and relevant trainings 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:

Requires one of the following:

- a) At least two years' experience providing domestic violence and legal advocacy services to women and children and one year supervising paid and/or volunteer staff **OR**
- b) Any combination of education, experience and measurable performance which demonstrates the capability to perform the duties of this position

Also requires:

- Five years of direct social service experience, including at least two years of providing advocacy to victims of domestic violence within a domestic violence program OR a Bachelor's degree in Social Work or a related field and at least , including at least three years of providing advocacy to victims of domestic violence within a domestic violence program OR any combination of education, experience and measurable performance which demonstrates the capability to perform the duties of this position and meets WAC388-61A
- Three years of experience supervising staff
- Experience with crisis intervention, conflict resolution, child development and case management services with women and children in a 24/7 residential setting

Minimum Qualifications:

- **A minimum of fifty hours of training on domestic violence issues and advocacy within three years prior to being hired as a supervisor**
- Demonstrated program development and problem-solving skills
- Excellent communication skills, both oral and written
- Excellent organizational abilities, initiative, and attention to detail
- Excellent facilitation and conflict resolution skills and ability to exercise considerable independent judgment and skill in handling emergency situations
- Knowledge of principals of supervision, homelessness and local social and community service systems, and familiarity with domestic violence, child abuse and sexual assault
- Demonstrated ability to incorporate trauma informed practices
- Positive work ethic, willingness, and ability to allow for a flexible schedule, including being on-call 24 hours a day one week per month
- Ability to work individually in a self-directed manner and as part of a team. Ability to promote teamwork among staff
- 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
- Basic knowledge of Microsoft Word and Outlook
- 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

Core Competencies: Experience providing trauma informed services in a shelter or housing community. Understands the impact of power and control dynamics when working with survivors and focuses on being client centered. Advocates, identifies resources, partners, and collaborates with community organizations to support survivors around their goals.

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 a crisis shelter environment, 90% of the time in the office and 10% in the field. Time in the office is 30% computers, 50% meetings, and 10% phones. Work may be interrupted by the immediate needs of a client in crisis. Work involves physical movement throughout the facility and the ability to climb 4 flights of stairs. Position requires employee to lift/carry 15-30 pounds seldom, and push/pull 10-20 pounds seldom. Position has the ability to sit/stand as needed.

Hours & Compensation: This is a regular 40/week, union position starting at **\$72,696-87,948 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 employees may be eligible for a standard annual increase. The amount may be determined by an employee's union membership.

Solid Ground requires all employees to be fully vaccinated against COVID-19.

Solid Ground is an equal opportunity employer committed to workplace diversity, equity, and inclusion. We do not discriminate based on sex or sexual orientation, gender, age, race, ethnicity, religion, marital status, national origin, disability, or veteran status.

Survivors of domestic violence are encouraged to apply.