



## Job Description

**Job Title:** Homelessness Prevention Manager

**Department:** Stabilization Services

**Supervisor:** Stabilization Services Director

**Status:** Exempt

**FTE:** 1.0

**Salary Grade:** 106

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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 built 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. 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.

**Job Summary:** The Homelessness Prevention Manager is part of Stabilization Services at Solid Ground, which includes programs and other services designed to house and stabilize program participants. Homelessness Prevention supports families and individuals at risk of homelessness through case management and financial support. This position is responsible for the management, oversight, and development of multiple programs to prevent homelessness. The manager is responsible for overseeing contracts for services provided by the Prevention Team at Solid Ground as part of The King County Housing Stability Project (KCHSP), and the Youth & Family Homelessness Prevention Initiative, as well as managing sub-contracts with outside partner agencies for KCHSP. This position provides supervision to direct service staff Case Manager, and Coordinators. In addition, this position is the agency point-person to funders, collaborators, and coalitions as relevant to Homelessness Prevention, and is responsible for strategic growth and initiative planning for Prevention

strategies. This position will be responsible for all aspects of data, tracking spending, coordinating with finance, creating and maintaining budgets and tracking spending for the program of over 3 million dollars, as well as reporting to funders and stakeholders. The Manager should have strong skills in decisiveness, adaptability and accountability as they will be the point person for ensuring quality service delivery for program participants, program compliance with funding partners, and quality assurance with data collection, entry, and compilation for submitting reports, writing narrative reports for funders and internal stakeholders, and assisting the Department Director and Resource Development in applications for funding, as well as informing decisions on expansion of services, and pursuing additional grants and funding.

### **Essential Responsibilities, Duties & Tasks:**

60% Develop program policies and procedures to ensure quality service and contractual compliance. Establish short and long-term program goals to achieve positive outcomes aligned with local and agency efforts to prevent and end homelessness. Participate in Strategic Planning for program and assist in Strategic Planning for the Stabilization Services Department. Identify areas of impact and develop evaluation tools to gather information for reporting on outcomes and impact. Manage all aspects of fiscal oversight, including the development and oversight of program budget of over three million dollars across 17 different grants; monitor expenditures, ensure expenses are aligned with grants, and contract deliverables are met, including full spend-down of funds by end of contract. Develop reports and narratives for internal and external stakeholders and funders. Negotiate multiple fund source contracts with funders with support from Department Director. Engage community members and stakeholders to promote Homeless Prevention Strategies. Ensure program quality and sustainability by developing, implementing and evaluating program goals and outcome-based objectives in response to community and program needs. Work to expand program services and housing resources.

- For HSP/CHG, in partnership with Homelessness Prevention Supervisor, provide direction and support to community contracted partner agencies, partners, and to Solid Ground programs for client screening and to ensure clients meet eligibility standards. Develop individual budgets for sub-contractors, some with up to 5 different grants/fund sources, write contracts and amendments for sub-contractors, and process invoices for payment including verifying eligibility of expenses per each funds' guidelines. Provide on-going training, feedback and technical assistance as needed to subcontractors and Solid Ground staff. Conduct once-yearly site visits and contract audits for all participating agencies to verify compliance with funding and contractual requirements. Facilitate project council meetings with sub-contractors on a quarterly basis. Serve as liaison between 211 referrals and sub-contractors and coordinate communications with 211 staff. Work with sub-grantees on ongoing basis to ensure spending is on track, adjust outcomes and payments as necessary to

ensure spenddown is complete by end of year, adjust each partner's allocations in funding when necessary, including creating and completion of contract amendments to reflect re-allocations. Ensure sub-grantees provide client centered and trauma informed services to clients, educate sub-grantees on anti-racism principles and ensure compliance with these, provide mentoring and coaching on this as needed.

- For YFHPI, supervise the Rental Assistance Coordinator and Rental Assistance Assessment Specialist in the provision of services as defined by the contract with King County. Attend weekly meetings between the Solid Ground YFHPI team and King County staff, as well as monthly meetings with King County and the other YFHPI Rental Assistance provider. Monitor financials, data entry, and team progress towards performance goals, including timeliness to payment.

20% Hire, train, supervise, evaluate and support program staff in collaboration with Department Director. Provide individual goal setting, monitor productivity, approve timesheets and conduct staff evaluations. Provide leadership, oversight and support to facilitate day-to-day operations and delivery of services with a person-centered, trauma informed lens. Provide staff support through regular staff meetings, individual supervision, and professional and career opportunities to enhance staff skills. Ensure contract compliance and procedures are followed, files are complete and accurate, and contract outcomes are met. Mediate concerns that arise within the program. Enforce program and agency policies and procedures.

15% In partnership with Homelessness Prevention Supervisor, perform regular audit of client files and contracts to monitor quality of program services and ensure that program goals and objectives are met as required. Create and update spreadsheets and database, develop reports, manuals and paperwork to reflect new contract requirements from each funding source. Collaborate with agency staff to inform development and implementation of CaseWorthy functionality, including troubleshooting, testing, and report development. Prepare, complete and submit reports including data and narratives required by Federal, State, City and private funding sources and monitor the data collected to ensure contract compliance. Monitor Data Quality performance measures and targets in HMIS, work closely with Finance Department to ensure accurate invoicing and budget reconciliation. Work closely with HSP Program Coordinator to ensure data integrity and timeliness. Coordinate and participate in audits with funders. Support staff in preparation of audits through file review. Work with the Department Director and Resource Development staff in the development of private and public grant proposals, including writing and leading proposed budgeting. Collaborate with leadership on agency strategies and utilize change management approaches in implementing new initiatives and provide support with advocacy and stakeholder engagement. Participate in committees and agency wide initiatives such as anti-racism, public policy and advocacy, and strategic planning.

- 5% Represent Solid Ground and provide leadership and expertise on regional and internal committees and planning groups to strengthen Prevention efforts and agency operations, including the Seattle King County Coalition on Homelessness, King County Regional Homelessness Authority, various City funders and coalitions, and Clarity HMIS system. Conduct outreach with community agencies and coordinate services with outside providers as necessary. Identify and communicate program issues to Department Director and Agency management. Integrate agency directives, policies and procedures within program services as needed. Participate in program, department and agency-wide meetings and committees as required. Attend funder meetings and local coalitions ongoing calls, and funder learning circles. Conduct outreach with community agencies and coordinate services with outside providers as necessary.

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 the following:

- a) At least five years of experience in a social service or related setting with at least 3 years in a managerial or supervisory capacity.
- b) Bachelor's degree in Social Work, Psychology, Business or other related field.

### **Also requires:**

- Two years' experience in financial management, program development, contract monitoring, budgeting, tracking expenditures and supervision of staff, volunteers and/or sub-contracting partners.
- Demonstrated experience and skills using Word and Excel, and databases such as Salesforce, HMIS and/or CaseWorthy.
- Demonstrated experience with or willingness to learn and adopt Microsoft Office 365.

### **Minimum Qualifications:**

- Supervision of staff or volunteers, including conducting performance reviews, providing opportunities for growth and development, and ability to implement corrective action when necessary.
- Demonstrated Experience leading initiatives, projects, etc. within your program or agency.
- Experience and comfort in conducting training sessions, workshops and community presentations.
- Demonstrated Excellent organizational, verbal and written communication skills.
- Demonstrated skills in organization, attention to detail, as well as decisiveness, adaptability, and accountability.

- 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.
- Experience monitoring data quality/accuracy and developing systems to improve data tracking.
- Ability to handle multiple tasks under stressful situations.
- Exhibit skill in flexibility and adaptability when balancing requests and requirements from multiple funders.
- Experience serving low-income communities or demonstrated interest in issues affecting low-income communities.
- Willingness and ability to work with people from a variety of racial, cultural, educational and economic backgrounds with various lifestyles and sexual orientations.
- Knowledge of organizations providing social services to low-income populations in King County, outside of Seattle city limits.
- Valid driver's license, access to personal vehicle and willingness to drive as needed throughout King County.

**Desired Qualifications:**

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

**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 hybrid 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 70% of this time on the computer and 10% of the time answering the phone (80% in the office) and 20% of their time in the field. Work outside the office is 10% meetings/training and 10% meeting with subcontractors/driving. Position has the ability to sit/stand as needed. Stairs may be required at offsite locations

Hours and Compensation: This is a regular 40/week, exempt, non-union position. Salary range \$81,477.00 - \$105,920.00. 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.

**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.**