

<b>Job title</b>	Housing Team Lead		
<b>Reports to</b>	Housing Supervisor	<b>Position Status</b>	Full Time, 40 Hours
<b>Salary Range</b>	\$17.10	<b>Location</b>	Palmer Court
<b>EEO Class</b>	Administrative Support Workers	<b>FLSA Status</b>	Non-Exempt
<b>Shift</b>	Day		

### Job Summary

The Road Home seeks employees that have a deep commitment to the mission of serving adults and families that are experiencing homelessness. The Housing Team Lead will work within a homeless shelter system that provides emergency shelter to over 1,000 individuals nightly, and permanent supportive housing to over 1,700 individuals each day. Working here is an opportunity to build people and change lives!

The Housing Team Lead will provide supervision to a team of Housing Case Managers that provide *Housing First, Trauma-Informed* services within a Progressive Engagement framework. The team consists of two programs that use strengths-based practices to meet the unique needs of each family: Supportive Services for Veteran Families Rapid Re-housing and Permanent Supportive Services for Families.

### Duties and responsibilities

#### Administrative

1. Have a thorough understanding of program requirements for Supportive Services for Veteran Families Rapid Re-housing and Permanent Supportive Services
2. Provide support and supervision to a team of six Case Managers
  - a. Provide weekly supervision sessions.
  - b. Provide case consultation and informal mentoring.
  - c. Encourage training and development opportunities.
  - d. Ensure that each household on a caseload has a current Housing Plan focused on housing stability.
  - e. Conduct home visits with case managers as needed.
  - f. Ensure that each household on a caseload is connected to income, employment, benefits, medical care, behavioral health care and other resources that support housing stability.
3. Assist in running combined team meetings.
4. Assist in the hiring and training of new case managers.
5. Schedule housing reviews as needed, participate in housing reviews and track housing review recommendations.

6. Coordinate with Development for monthly client needs and holiday needs.
7. Manage vehicle fleet, including annual inspections, maintenance and repairs, and emergency vehicle situations.
8. Maintain case manager contact lists, order business cards, office supplies, etc.
9. Ensure that client files are in good standing order, including: opened and exited according to program protocol, and randomly audit case notes once per quarter.
10. Oversee data entry, rent checks, case notes, reconcile timesheets for accuracy weekly and approve bi-monthly.
11. Coordinate quarterly and annual housing re-certifications and review for accuracy prior to submission.
12. Track monthly/daily bus passes.
13. Check housing authority waitlists quarterly.
14. Coordinate HEAT outreach and application submission.
15. Coordinate with our Quality Assurance team to ensure accurate enrollments, case notes and other HMIS requirements.
16. Participate and assist in monthly rent meeting, ensure client eligibility and that documentation is provided in a timely manner.
17. Assist with regular monthly and quarterly reconciliation and reporting.

### **Community Partnerships**

1. Maintain close relationships with partner agencies, such as DWS, CPS, local housing authorities, Utah Community Action, Salt Lake County School District Liaisons, Department of Veterans Affairs, etc.
2. Represent teams and department at regular internal and partner meetings

### **Education and Experience**

Bachelor's Degree in Psychology, Social Work, Sociology or related field required.

Previous supervisory experience helpful.

Master's Degree a bonus.

### **Skills and Requirements**

1. Demonstrate awareness of, and sensitivity to, diverse populations. Ability to contribute to the Agency's commitment to enhancing awareness and appreciation of diverse ethnic and culture heritages are particularly valued.
2. Excellent customer service skills being able to communicate effectively and handle difficult situations
3. Ability to develop and maintain exceptional relationships with Road Home Teams, notably: Rent, Housing Stability and Location, SSVF and Development.
4. Ability to communicate effectively and handle difficult situations with professionalism, compassion and from a Trauma Informed Care perspective.
5. Understanding of the Housing First philosophy. Willingness to have conversations with clients about housing or property managers as needed.
6. Exceptional organizational and computer skills.

7. Willingness to accept supervision, direction, and constructive feedback.
8. Positive attitude, flexibility and creativeness in problem solving are essential.
9. Team player.
10. Reliable and dependable.
11. Must pass pre-employment background check and drug screen.

#### **Physical and Equipment Requirements**

Ability to lift 25 pounds and drive agency vehicles.

Ability to stand and walk for at least an hour at a time.

#### **Instructions to apply**

To apply, please email [resumes@theroadhome.org](mailto:resumes@theroadhome.org) and include the job title *Housing Team Lead* in the subject line.

***The Road Home is an Equal Opportunity Employer***