



Support and  
Shelter for  
Overcoming  
Homelessness

# PSH Services Supervisor | 2019

<b>Job title</b>	Permanent Supportive Housing Services Supervisor – Palmer Court, Wendell, Magnolia		
<b>Reports to</b>	Director of Supportive Housing Services	<b>Position Status</b>	Full Time
<b>Salary Range</b>	\$22.00 - \$28.00/hour DOE	<b>Assignment</b>	Regular/Benefited
<b>EEO Class</b>	Professionals	<b>FLSA Status</b>	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 PSH Services Supervisor works within a homeless sheltering and housing system that provides emergency shelter to over 1,000 individuals nightly, and permanent supportive housing to over 1,600 individuals each day. Working here is an opportunity to change lives!

The PSH Services Supervisor's portfolio consists of:

- Palmer Court – 201 permanent supportive housing units for individuals and families
- Wendell Apartments – 32 permanent supportive housing units for individuals
- Magnolia Apartments – 65 permanent supportive housing units for individuals (under construction)

The individual in this role provides supervision and oversight to teams of on-site Housing Case Managers that provide *Housing First*, *Trauma-Informed* services within a *Progressive Engagement* framework to formerly chronically homeless families and individuals.

## Duties and Responsibilities

### Supervision

1. Supervise Services Coordinator, Case Managers, Americorps and Student Interns
  - a. Provide weekly supervision sessions
  - b. Provide case consultation and informal mentoring
  - c. Encourage training and development opportunities
  - d. Support each staff member to comply with program expectations and outcomes
2. Ensure best practices are implemented and adhered to
  - a. Housing First
  - b. Trauma Informed Care
  - c. PSH programmatic and case management standards

## **Administration**

1. Train and orient new staff.
2. Hire and oversee staff at all locations, including student interns and Americorps.
3. Provide administrative oversight for all programmatic requirements, including a deep knowledge of housing vouchers, reporting requirements and outcomes.
4. Ensure that administrative processes run smoothly and efficiently.
5. Attend internal and external stakeholder meetings and maintain good working relationships with key stakeholders, including Property Management at each PSH site.
6. Ensure that monthly and quarterly reports/assessments are updated and submitted in a timely manner.
7. Communicate regularly with the Director of Supportive Housing Services on all aspects of program operations.
8. Other duties as assigned.

## **Partnerships**

1. Develop and maintain relationships with key partner agencies.
2. Assist with building tours and relaying program information to partners and volunteers.
3. Foster relationships that bring services, activities and resources on-site for residents.
4. Work in close partnership with property management teams at all PSH sites.
5. Coordinate with Property Management, Housing Authorities, TRH's Housing Administration Team and partners to ensure fulfillment of permanent vouchers.

## **Strategic Direction**

1. Observe emerging trends for residents and within the homeless service sector. Proactively engage in problem solving and programmatic change.
2. Be aware of process inefficiencies and engage in quality improvement.

## **Qualifications**

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

Master's Degree preferred.

## **Skills and Requirements**

- Must adhere to and believe in the mission and vision of The Road Home
- Must be comfortable in a leadership capacity.
- Ability to work independently and make sound decisions with confidence.
- Ability to creatively problem solve.
- Ability to work with diverse clients. Being culturally responsive and able to approach clients who are from different racial, socio-economic and ethnic communities with respect and openness.
- Ability to create an inspiring team environment with an open communication culture.
- Knowledge of Trauma Informed Care and Housing First philosophies. Willingness to infuse these philosophies into your day to day work with residents as well as into your team.
- Must be dependable and reliable.
- Excellent organizational skills.
- Strong computer skills.
- Strong clinical skills and judgment.

- Ability and willingness to accept direction from Director of Supportive Housing Services.

## Physical and Equipment Requirements

Ability to lift 25 pounds and drive agency vehicles

## Instructions to Apply

To apply, please email [resumes@theroadhome.org](mailto:resumes@theroadhome.org). Please include the job title ***PSH Supervisor*** in the subject line.

*The Road Home is an Equal Opportunity Employer*