

Community Housing Manager

The Community Shelter Board is an award-winning non-profit organization leading a community effort to make sure everyone has a place to call home. We are seeking a professional, self-motivated team member to provide overall management, improvement, and innovation of partnerships with community housing partners, including developing and managing relationships with landlords that support access to private market and assisted housing options. The Community Housing Manager will support CSB partner agencies and their efforts to quickly resolve housing crises by collaboratively and strategically assessing and expanding housing partnerships that result in increased access to a diverse array of local housing options for families and individuals.

You'll have the opportunity to work in a fast-paced environment in this full-time position. Minimum qualifications are

- 1-2 years of experience locating housing for households experiencing homelessness or other disadvantaged populations, AND/OR
- 1-2 years of experience working in property management, leasing, marketing, or sales.
- Knowledge and skills in building relationships, identifying accessible permanent housing units, working with the public and marketing a program or housing.

Knowledge and skills related to Fair Housing legislation, affordable housing guidelines and funding sources, and local rental market are preferred.

CSB offers a competitive salary, an excellent benefit program including health, dental, and vision insurance coverage, life insurance, 401(k) plan and employer retirement plan, flexible spending accounts, and generous paid time off. We also offer an attractive, comfortable work setting and free parking. Learn more about CSB at www.csb.org. Interested applicants should submit a cover letter and resume to hire@csb.org by December 12, 2018. Community Shelter Board is an Equal Opportunity Employer and encourages diverse applicants to apply.

Title of Position: Community Housing Manager **Pay Range:** \$50,000 – \$60,000

Status: Exempt, full-time

Benefits: Medical, prescription, dental, vision, life, disability, retirement plan, Section 125 cafeteria benefit plan, and paid leave.

Reports to: Associate Director

Unit: Programs and Planning

BASIC FUNCTION

This position is responsible for overall management, improvement, and innovation of partnerships with community housing partners, including developing and managing relationships that support access to private market and assisted housing options.

EFFECT ON END RESULTS

This position is primarily concerned with developing and sustaining effective and innovative relationships with owners and property managers of community-based market rate and subsidized housing. The Community Housing Manager supports CSB partner agencies and their efforts to quickly resolve housing crises by collaboratively and strategically assessing

and expanding housing partnerships that result in increased access to a diverse array of local housing options for families and individuals.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Manage self and position responsibilities in a manner which is congruent with CSB values, mission, policies, and procedures.
2. Lead planning efforts with partner agencies and key stakeholders to ensure collaborative, coordinated approach to partnering with housing owners and managers.
3. Develop landlord recruitment and partnership marketing materials and resources that highlight benefits of partnering and support resources for landlords, including, but not limited to brochures and “leave behind” materials, social media posts, and email solicitations.
4. Identify, market to, and recruit prospective housing partners/landlords, including private landlords and other entities that own/manage rental properties (both subsidized and unsubsidized) through a variety of means including, but not limited to:
 - a. Public marketing and recruitment through various advertising approaches.
 - b. Partnering with landlord associations, apartment associations, realtor associations, and other networks.
 - c. Partnering with local housing authorities, housing finance agencies, HUD, and other housing-related entities that directly own, operate or are knowledgeable about privately owned rental housing.
 - d. Use of public data sources, such as HUD’s assisted property listings and tax credit property databases to research and comprehensively identify all assisted housing developments in Franklin County.
5. Work with select landlord partners to establish written agreements or other means that memorialize basic partnering commitments and responsibilities among housing partners/landlords, CSB, and individual programs (when applicable).
6. Provide responsive, timely support for housing partners/landlords to address critical issues in concert with and in support of program-level responses by direct service and program management staff.
7. Develop and support delivery of landlord partner recognition activities periodically through appreciation events, public communiques, news stories, etc., including activity planning, execution, and evaluation.
8. Develop and periodically solicit landlord partner feedback to support continuous quality improvement, including both individualized (e.g., surveys) and collective (e.g., focus group) approaches.
9. Develop and manage electronic database for tracking basic information about partner rental properties, such as contact information, number and type of units, basic screening criteria and exceptions, location, and access to basic amenities such as public transportation, shopping, etc.

10. Research and disseminate best practices and relevant research to support system development, including development of summary materials, in-person and remote training content, and other materials and resources.
11. Manage posting and maintenance of web-based housing partner recruitment and support materials, notes, resources, etc.
12. Ensure timely completion of development activities and production of high quality process materials and deliverables according to timeframes established by CSB leadership.
13. Lead provider level housing specialist meetings, including developing meeting agendas, producing summary/action notes, and coordinating meeting scheduling and logics consistent with CSB standards.
 - a. Maintain professional relationships with partner agencies focused on achieving system and program ends in an efficient and effective manner.
14. Participate in CSB's Continuing Education Committee and support related training activities.
15. Develop and maintain up-to-date Desktop Procedures for position, reviewing quarterly to make any necessary changes.

OTHER FUNCTIONS

1. Represent agency and participates in community coalitions, task forces, or other advocacy and leadership activities, as requested.
2. Recommend and implement techniques to improve productivity, increase efficiencies, cut costs, takes advantage of opportunities and implements state-of-the-art practices.
3. Keep abreast of current trends, evidence-based practices, and promising practices relevant to assisting people who are at-risk of or experiencing homelessness.
4. Maintain complete and adequate files, records and documentation according to administrative and program procedures and funder requirements.
5. Produce evaluation and monitoring reports according to administrative procedures, funder requirements, and as requested.
6. Actively participant in CSB and CSB Program and Planning Department staff meetings and trainings.
7. Effectively collaborate internally with other CSB staff to ensure best possible, timely work products.
8. Other duties and projects, as requested.

9. Contribute to an atmosphere of dignity, respect, and diversity, and adhere to CSB's Code of Conduct. Ensure equal treatment of others without regard to race, religion, color, national origin, ethnicity, ancestry, sex, sexual orientation, gender identity and expression, age, disability, veteran status, familial status, or socio-economic status.

JOB OUTCOMES MONITORING AND REPORTING

1. Provide a regular verbal update to supervisor during 1-1 meetings, per schedule established with supervisor.
2. Documented quarterly job performance discussion with supervisor.

KEY LEADERSHIP COMPETENCIES

1. Demonstrates real empathy and concern for others.
2. Exhibits mature leadership qualities and maintains composure in complex and demanding situations.
3. Is adept at gaining the trust and respect of both internal and external customers; dedicated to meeting customer expectations and requirements.
4. Decisions and activities are guided by a clear, appropriate and effective set of core values and beliefs.
5. Makes reasoned decisions within expected timeframes, sometimes with incomplete information and/or under tight deadlines.
6. Widely trusted and seen as a direct, truthful individual.
7. Is able to establish trust and mutual support among peers for effective collaboration and problem solving.
8. Is able to develop, manage and monitor processes in an organized manner; deploys resources to effectively accomplish process tasks; seeks to create synergy and integration for greater efficiency.
9. Is clear in setting objectives and assigning responsibility for tasks and decisions; monitors process, progress and results and designs feedback loops into work.
10. Understands group dynamics, roles and needs of groups and their members.
11. Written communications convey messages and information in a clear and concise manner.

SKILLS, KNOWLEDGE & ABILITIES

1. Excellent knowledge of private market and assisted housing.
2. Working knowledge of effective housing interventions and approaches to partnering and collaboration.
3. Knowledge of issues related to effectively and efficiently housing people with different housing barriers.
4. Demonstrated skill in working as a manager to effectively and efficiently develop, implement, and improve the use of housing resources.
5. Excellent communication skills, both oral and written.
6. Excellent facilitation and meeting management skills.
7. Excellent project and process management skills.
8. Excellent organization skills.
9. Demonstrated ability to accurately attend to detail.
10. Skilled in Microsoft Windows, Outlook, Word, Excel, and Internet.

PHYSICAL OR MENTAL DEMANDS

1. High energy level, comfortable performing multi-faceted projects in conjunction with normal activities.
2. Ability to multi-task and maintain/oversee multiple projects simultaneously.
3. Strong analytical and reasoning abilities.
4. Well-developed interpersonal skills; ability to get along with diverse personalities; tactful, mature, flexible.
5. Ability to establish credibility and be decisive while supporting the agency's needs and priorities.

MINIMUM QUALIFICATIONS

1. Congruence with agency mission and values.
2. Minimum 1-2 years of experience locating housing for households experiencing homelessness or other disadvantaged populations, AND/OR
3. Minimum 1-2 years of experience working in property management, leasing, marketing, or sales.
4. Knowledge and skills in building relationships, identifying accessible permanent housing units, working with the public and marketing a program or housing.
5. Knowledge and skills related to Fair Housing legislation, affordable housing guidelines and funding sources, and local rental market preferred.
6. Valid Ohio driver's license, proof of automobile insurance, and pass a criminal background check.