



Position Description
Housing Program Manager

Title: Housing Program Manager	FLSA: Exempt
Wage Range: 67	Reports To: CEO
Last Update: February 2024	Type: Full Time

Summary:

The Program Manager, under the supervision of the CEO, supports the strategic direction of the operations of the Housing Department. This position is responsible for providing supervision and leadership of housing program staff in Lewis, Mason, and Thurston Counties and for achieving quality operational results through programmatic services and effective dissemination of funding to eligible members of the community. The Housing Program Manager oversees operations of all housing programs, participates in hiring and training for staff, and oversees programmatic eligibility/operations. The Housing Program Manager develops and provides reports or documentation needed to secure/maintain funding or grants.

The hiring salary range for this position falls between a minimum of \$73,845 and a midpoint of \$94,528, which is determined based on candidate experience, internal equity considerations, and the current agency funding landscape. At CACLMT, we reserve the salary range above the midpoint for individuals who demonstrate meeting and exceeding expectations and show potential for growth and development. The maximum salary range for this position is \$121,004.

Position Location: Thurston County Office 3020 Willamette Drive NE, Lacey, WA 98516

Typical Work:

- Supports fund development for programs under the division, to include solicitation of new funding streams, applying for grants, tracking and responding to grant accountability reports;
- Manages and supervises Program housing staff, to provide support, leadership, staff coaching, and mentorship promoting an equitable and cooperative work environment in a team-oriented structure;
- Oversee all Housing Department personnel according to policy agency culture (training, disciplinary actions, timesheets, performance reviews and requests for time off). Coordinates work schedules, assigns tasks; approves leave requests, and performs annual performance evaluations, resolves conflicts between staff;
- Assists program staff to elicit and evaluate needs of recipients with respect to other community resources available;
- Maintains up to date knowledge of all state/county/private regulations and procedures of each funding source;
- Maintains confidentiality; performs effectively under stressful conditions and within time constraints; conducting themselves in an ethical and professional manner;
- Identify grant funding opportunities. Assist in writing, submitting and managing grant proposals;
- Provides technical assistance to staff and providers;
- Develop and report on all contractual outcomes monthly to funders and CEO;
- Monitor grants contracts through completion, analyze data and evaluate results, and fulfill reporting requirements and federal, state and local government requirements;
- Represents Housing department in public and community meetings, reports out updates and announcements, as well as participates on behalf of the work done at CAC;

- Partners with HR and accounting department to ensure collaboration and adherence to all appropriate policies;
- Coordinate with the CEO and Fiscal Department to develop realistic budgets that support the financial sustainability of programs and services;
- Engage and discuss the root causes of poverty, to include operationalizing racial equity and social justice practices with the programs and teams;
- Determines and implements client appointment schedules, coordinates community outreaches;
- Provides back-up intake services as needed, including interviewing clients to determine program eligibility, reviewing and verifying required documentation, requesting additional documentation (as necessary) and processing applications;
- Provides assistance and coordinates the resolution of conflicts with clients;
- Responsible for daily, monthly, quarterly and annual reporting to stakeholders, the Council's fiscal department, CEO and BOD;
- Maintains confidentiality; performs effectively under stressful conditions and within time constraints; conducting themselves in an ethical and professional manner;
- Research applicable information in regard to the grant contracts overseen; implement policies and protocols based upon this research;
- Other related duties as required and assigned.

Education & Experience:

- Bachelor's Degree in social work, sociology, psychology, public administration or related field;
- Five years paid experience working in program management, social services, housing, and/or nonprofits, to include supervision of employees. Up to one year (2,080 hours) of volunteer experience may be substituted for paid work experience if directly related to job specifications.

Required Documents:

- Washington State Driver's license.

Knowledge & Abilities:

- Able to work effectively with persons of diverse socio-economic, ethnic, religious, education and abilities;
- Able to work cooperatively and exchange information with other organizations and agencies as appropriate;
- Ability to professionally handle interactions with clients who may be uncooperative, distraught or hostile;
- Able to interpret federal, state, and county regulations and guidelines.

Leadership:

- Capacity for managing and leading people, remaining focused during challenges, delivering timely results;
- Demonstrated ability to foster a culture of mentorship, positivity, and being a role model as a leader within the organization;
- Flexible, collaborative, and proactive; a team leader who can positively and productively impact both strategic and tactical initiatives.

Decision Making:

- Able to analyze, evaluate, and synthesize information is essential for making informed decisions;
- Able to think creatively to identify unique and effective choices.

Time Management:

- Proficient in time management techniques to consistently meet deadlines.

Organization:

- Efficiently organize assignments, establish priorities, and manage workloads independently.

Communication:

- Excellent written, oral, and presentation skills, with the ability to present information to Boards, funders, partners, elected officials, and staff;
- Uses active listening techniques by listening attentively to others, considering their input, and asking clarifying questions can lead to better-informed decisions in group settings;
- Demonstrated ability to communicate and effectively interact with people across cultures, ranges of ability, genders, ethnicities, and races.

Adaptability:

- Understanding of adapting to changing work environments. Prioritize tasks and adapt quickly to evolving organizational needs, ensuring efficient task completion.

Emotional Intelligence:

- Understanding your own emotions, biases, and preferences is crucial for making unbiased decisions;
- Recognizing and understanding the emotions and perspectives of others is essential, especially in interpersonal and group decision-making contexts;
- The ability to manage your emotions and stay calm under pressure is important for making rational decisions.

DEI (Diversity, Equity, and Inclusion):

- Strong understanding of Diversity, Equity, and Inclusion (DEI) practices;
- Ability to successfully develop and support the provision of culturally responsive services;
- Ability to work with efficiency and flexibility, with a commitment to developing equitable and supportive team practices that promote team members health, wellbeing, and sustainability;
- Engage in training, conversations, and operationalize equity, diversity and inclusion within the programs and teams.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Be able to occasionally move about inside the office to access file cabinets, office machinery, etc;
- Able to constantly operate a computer and other office productivity machinery like copiers and computer printers;
- Able to communicate verbally and in writing with others.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

The work environment includes an office environment which is usually quiet.

The statements contained in this position outline reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other related duties as assigned, including work in other areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.