



BEYONDHOUSING
Job Description

Job Title: Housing Resource Manager
FLSA Status: Exempt
Reports To: Rental Housing Director
Supervises: Housing Resource Specialist
EEO1 Category: Administrative Support Worker

Position Summary: The Housing Resource Manager is essential to the effective and efficient operation of the Rental Housing Department of Beyond Housing. This position ensures that the department meets goals and operates smoothly. The position coordinates the service delivery of programs to ensure that the programs operate in an organized, coordinated, and efficient manner.

Essential Function/Responsibilities:

- Supervises a staff of 3 Resource Specialists, managing a caseload of 400+ residents.
- Manage an individual caseload of approximately 70 residents. Providing direct case management.
- Coordinate services and resources that will positively enhance the quality of life for residents and encourage program success.
- Implement programs aligning with Beyond Housing's focus areas: educational success, economic success and financial stability, health, and community strengthening.
- Collaborate to provide opportunities for the following programs, activities, events, and social services for children and adults utilizing community resources and agencies:
- GED and College Preparation, and other resident education programs focused on educational achievement and engagement.
- Job Readiness programs, food banks, and financial literacy to promote economic stability and self-sufficiency.
- Health and wellness programs to promote physical and mental health and general well-being.
- Coordinate and/or implement neighborhood watch and community-wide events focused on developing safe and strong communities.
- Additional programs and services based on community needs and requests.
- Ensure proper tracking within Apricot software for goals, plans, and progress of residents. Documents case management progress, demographic information, and program outcomes
- Develop and implement systems for making referrals for residents and tracking results of the referral.
- Publish monthly resident newsletter.
- Partner with property management side of Beyond Housing to assist with helping residents maintain housing during financial difficult.
- Engage volunteers and community partners.
- Must be able to work within guidelines set forth by various grants and funders.
- Delegate assignments as needed.
- Flexibility to include some evening and weekend hours as needed.
- Perform other duties as assigned

Core Competencies:

- Collaborative -- A dynamic personality that is collaboratively minded, can recognize and identify strengths, seek consensus around mutual goals, and build meaningful relationships.
- Creative and Curious -- A systems-thinker and builder, who is not afraid to be innovative in designing solutions and has skills in articulating these ideas and concepts.
- Methodical -- Strong analytical, systems, and problem solving skills to evaluate performance, prepare reports, and recommend/implement solutions using independent judgment. Ability to move from concepts to action through strong program design and evaluation.



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- Reliable -- Leadership skills that reflect and value a team approach, demonstrated integrity, effectiveness, efficiency, and the ability to deliver high quality service. Highly capable of handling multiple tasks, projects and timelines. Excellent oral and written communications skills.
 - Trusted -- Ability to work with residents, partners, and staff of diversified backgrounds with a positive, optimistic, solutions oriented attitude. Shares a deep respect for the community, its stakeholders and the residents that we serve.
 - Driven -- Passion for the work and an interest in continuous learning and improvement.

Experience and Qualifications:

- Four year degree required, B.S.W required, or M.S.W. preferred
- 2+ years of social service experience required
- 2+ years of management experience preferred
- Affordable rental housing experience preferred
- Excellent verbal and written communication skills required
- Computer literate including MS Word, Excel, PowerPoint and Outlook required
- Ability to work with a diverse group of people required
- Ability to multi-task in a fast paced environment and use independent judgement preferred
- Must be able to work independently and as productive team member
- The position requires the ability to work a flexible schedule, including some evening and weekend hours as needed

Salary and Benefits:

- Full-time salaried position with benefits for full-time position as determined in current Beyond Housing Employee Handbook

To Apply: Please submit your resume and cover letter to hr@BeyondHousing.org

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be a complete list of all responsibilities, duties, and skills required. Beyond Housing is an Equal Opportunity Employer.