



Safe Housing, Independence, and Stability

Shelter of Flint, Inc. Job Description

Position: Manager–Permanent Supportive Housing (PSH)

Reports to: President & CEO

Responsibilities

Team Commitment:

- Work mindfully and purposefully as a member of the Permanent Supportive Housing (PSH) team to create an environment of respect, inclusion, learning and productivity.
- Abide by and uphold all policies and procedures, professional codes of conduct, and required guidelines for conduct when working with vulnerable populations.
- Participate in individual and group scheduled supervision to increase competencies, work toward professional goals and contribute to the learning environment.
- Participate in PSH team meetings to communicate relevant information on clients, residents and facility issues.
- Attend periodic staff training and all-agency staff meetings.
- Participate in all site visits and audits.

PSH Manager Duties:

- Provide direct supervision of Permanent Supportive Housing Support Services Coordinators, hold team meetings and conduct performance evaluations.
- Collect, review and sign timesheets for the PSH Team.
- Work with contacts within the Continuum of Care (CoC), Coordinated Entry (CE) and the Housing Assessment and Referral Agency (HARA), to deliver the most responsive services to individuals entering the program.
- Attend CoC meetings and committees as directed.
- Maintain accurate and timely entries in the Homeless Management Information System (HMIS).
- Conduct consistent data reliability and validity checks in HMIS and ensure staff are meeting their data entry expectations.
- Work with Shelter of Flint's finance director to maintain rent, deposit and housing spreadsheet(s) and to adhere to the program budget.

Client Specific:

- Conduct support service assessments of each assigned client, identify needs and goals, and help them formulate appropriate goal plans.
- Assist clients with locating safe and affordable housing that falls within MSHDA guidelines and then coordinate with the Property Manager to house clients.
- Meet with PSH clients in their home on an appropriate schedule to discuss progress towards



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recognized goals, identify potential barriers and relevant solutions, and advocate/provide referrals as appropriate.

- Act as a liaison between the client and Property Management to maintain stable housing for the client while also maintaining a positive working relationship with Property Management.
- Complete MSHDA Housing Quality Standards training course to become authorized HQS inspector.
- Coordinate inspections of potential housing properties and provide relevant recommendations.
- Review client requests for rent/deposit and utility funds, complete appropriate paperwork and assist in fund distribution.
- Assist in the coordination & implementation of program specific outcome-based evaluation measures.
- Assist with the collection and distribution of donated household items.

Applicant Requirements:

- Bachelor's Degree required
- Experience with HMIS
- Minimum two years' human service experience.
- Ability to drive to various locations to work with clients.
- Experience working with various public housing programs.
- Excellent verbal/non-verbal/written communication skills.
- Empathic listening skills.
- Detail oriented
- Work well both independently and as part of a group.
- Reasonable flexibility with scheduling (some evenings/weekends).
- Experience with property management desired
- Reliable transportation
- Ability to lift a maximum of 15 lbs.