

Community Housing Manager Job Posting & Description

Community Shelter Board (CSB) seeks a non-exempt, full-time Community Housing Manager.

Community Shelter Board is an award-winning non-profit organization leading a community effort to make sure everyone has a place to call home. 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. This position is responsible for administrative and clerical support for CSB's Rental Assistance Program.

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

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.

Experience working in a not-for-profit setting and working with homeless and/or other disadvantaged populations are preferred.

CSB offers a competitive salary and a highly unique benefit package:

health, dental & vision insurance • employer-funded flexible spending accounts • life insurance
401(k) plan with up to 10% employer contributions • lifestyle spending account for personal growth
4 weeks paid time off • 10 paid holidays • hybrid work environment • healthy work/life balance
free parking • strengths-based culture • active diversity, equity & inclusion program
dynamic leadership development program

Learn more about CSB at www.csb.org. Interested applicants should submit a resume and cover letter to hiring@csb.org by July 21, 2023. Community Shelter Board is an Equal Opportunity Employer and conforms to all applicable employment practices. We strongly encourage diverse applicants to apply.

Title of Position: Community Housing Manager

Pay Range: \$55,000 – \$65,000

Status: Exempt, full-time

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

Reports to: Housing Director

Unit: Housing Department

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. This position is responsible for administrative and clerical support for CSB's Rental Assistance Program.

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. This position will be responsible for ensuring process timelines are met for CSB's Rental Assistance Program within areas of the Community Housing Manager's responsibilities,

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.
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. 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.
11. Provide and/or monitor processes to ensure integrity in the Rental Assistance processes as needed to include but not limited to: onboarding new landlords, assess, approve and process



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- landlord rent increase requests and any other reports necessary to ensure compliance with departmental goals.
12. Assist in managing and coordinating the operation of the Rental Assistance Program with both internal and external participants in the program including but not limited to: property owners, social service providers and other CSB departments.
 13. Solve moderately complex problems and/or conducts moderately complex analysis that leads to effective program administration.
 14. Ensure landlord/partner compliance with the Rental Assistance Program, standard operating procedures and HUD regulations.
 15. Serve as a point of contact to resolve non-routine issues for participants and landlords/owners.
 16. Respond to complaints from applicants, clients and landlords. Investigate and resolve complaints as appropriate.
 17. Monitor, develop and implement standard operating procedures within the Housing Department to improve the level of client satisfaction and employee productivity.
 18. Work with the Housing Director and others to develop long and short-term plans for the department. Implement applicable goals and objectives. Write departmental policies and procedures to implement the Housing Department workplan.
 19. Represent CSB and the Housing Department with outside organizations to solicit potential landlords and resolve complaints and/or concerns.
 20. Plans and coordinates quarterly Property Owners and Managers Learning Exchange on behalf of the agency.

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. Actively participates in CSB Housing Department staff meetings and trainings.
6. Effectively collaborate internally with other CSB staff to ensure best possible, timely work products.
7. Develop and maintain up-to-date Desktop Procedures for position, reviewing quarterly to make any necessary changes.
8. Serves as primary back-up for the USHS Program Manager and provides back-up for Housing Inspector if needed.
9. Serves as back up to Client Housing Manager for move-in and transfer of clients and provides back-up for Office Coordinator for monthly mailing of recertification packets and entering in annual inspection work orders.
10. Other duties and projects, as requested.
11. 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.

Community Shelter Board is an Equal Opportunity employer
and conforms to all applicable employment practices.

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.



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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.