

Housing Director
St. Mary's Center Transitional Housing Program

Status: Full-time: 40 hours a week. Exempt. Nights/weekends occasionally.
Reports to: Executive Director
Compensation: \$70,000 – 80,000 per year. Comprehensive benefits including Medical, dental, vision, life insurance; 401k after one year; vacation

Background

St. Mary's Center (SMC) has served multi-racial, multi-ethnic poverty-level seniors and young children in West Oakland since 1973. Started as an outreach effort of St. Mary's Church, the Center was incorporated as an independent 501(c)3 in 1992. Our mission is to create a community of hope, justice, and healing that serves at-risk seniors and preschoolers in the heart of Oakland. We strive to improve quality of life through counseling, shelter, nutrition, advocacy and social support

St. Mary's Center Transitional Housing Program

St. Mary's Center's Transitional Housing Program offers women and men 55 years and older experiencing homelessness the support of structured congregate housing to prepare for independent housing. On-site services help Senior's establish and maintain physical, financial, mental health and sobriety, thus preparing them to secure and retain independent, permanent housing. The program offers clients leadership development, conflict-resolution experience, the opportunity to rebuild life skills and secure resources to help access and maintain housing.

Position Summary

The Housing Director is responsible for maintaining a safe and healthy environment for clients participating in the Transitional Housing Program in 41 units at Presentation House, Closer to Home and Friendly Manor. This position collaborates with partners and coordinates resources, requiring constant communication to support clients while meeting contractual and federal/local housing regulations. The Director monitors compliance and develops new policies and procedures as needs emerge, ensuring that the Housing Program is designed, organized and administered effectively and consistently with St. Mary's Center's mission and values.

Housing Director Duties and Responsibilities include:

Coordinate internally with Senior Homeless Services, Finance, Development and Operations Teams, and externally with third party vendors and partners including the Oakland Housing Authority (OHA). Provide leadership and support to staff to establish clear and consistent performance standards within and across departments and services areas. Ensure high-quality performance and compliance with legal and contractual requirements through regular program evaluation. Oversee data collection, monitor and evaluate all aspects of program design and compliance.

Program Compliance: Enrollment, Eligibility and Occupancy Management (40%)

- Coordinate with Oakland Housing Authority, Building Inspections, Fire Safety and other agencies to ensure compliance with relevant fiscal, health and safety guidelines
- Ensure execution of services and client management are compliant with the guidelines established by Federal Law, ADA regulations and OHA's Moving to Work requirements
- Liaison with Contract Administrator at OHA for biennial reports, HQS inspections, criminal background checks for program participants
- Maintain a roster of participants, rooms, move-in dates and target exits
- Coordinate move-in opportunities with St. Mary's Center Senior Homeless Services team
- Review required eligibility documentation with clients and process intake packets
- Conduct annual review of policies and procedures to meet best practices and contract obligations
- Participate in relevant planning and analysis activities and training to create for program and staff development
- Collaborate with Clinical Director and Data Manager to improve operations and outcomes

Manage Monthly Program Payments, Data and Reporting (30%)

- Collect and record monthly program payments from participants and report to Finance
- Create an action or repayment plan when participants cannot make monthly payment
- Prepare, complete and upload monthly invoice and roster to Finance
- Provide communication to clients and their case managers following any discrepancy in monthly payment and/or need to establish a payment plan
- Capture important narrative and outcomes to promote the program

Staff Supervision and Positive House Environment (15%)

- Manage a team of 3-4 part- and full-time staff providing cleaning, front desk and support services, operating 8:30am – 8:30 pm seven days per week
- Create an environment of caring, concern and support for transitional housing clients preparing for permanent housing with public or private sector landlords
- Facilitate weekly house meetings and community hosted events to provide information
- Conduct room inspections / wellness checks on a bimonthly basis to monitor health and safety standards, coordinating with case managers
- Ensure Housing Agreement is honored by participants and recommend strategies for clients in violation of Housing Agreement
- Provide support and timely response to client inquiries and needs
- Triage emergency needs, including plumbing/electrical/facilities issues
- Provide support to Operations regarding coordination of third party vendors
- Facilitate and track work orders with Operations Team
- Solicit feedback weekly and conduct needs assessment for maintenance and supplies

Drop-In Center and Community Engagement (15%)

- When permitted to re-open, supervise Drop-In Center staff including coordinator and workers. Participate in development of re-opening plan and coordination of shared space.
- Ensure safe, welcoming environment for women and women-identified people
- Support St. Mary's Center leadership with community partners, funders, and external stakeholders to enhance the agency's reputation and impact.
- Participate in identifying prospects for funding, participating in the RFPs and project preparations, implementing plans for developing and expanding services, coordinating community partners and education, and quality assurance in existing service delivery.
- Regularly attend collaborative, community, and professional development meetings or events.

Qualifications

- Bachelor's degree and 5 years' experience related to property management/affordable housing property management or 8 years of relevant education and experience
- Experience serving low-income, high-need populations, especially homeless and/or formerly homeless seniors
- Knowledge of federal and local housing policies, regulations and resources
- Experience with diverse client and staff populations, demonstrated cultural competency
- Excellent written and verbal communication skills
- Well-organized with attention to detail
- Strong initiative, excellent judgment and accountability
- Manner that models respectful relationships with program participants, staff and members of the broader community
- Computer competency, including Microsoft Office Suite, Salesforce, databases

General Staff Roles

Along with all employees, the Housing Director is expected to:

- Foster an environment that promotes trust and cooperation among leadership and staff.
- Apply policies and procedures to ensure that the principles of St. Mary's Center are implemented.
- Maintain confidentiality in accordance with federal, state, and local regulations and in accordance with professional codes of conduct.
- Understand the mission, values, and principles of St. Mary's Center and apply them in work responsibilities.

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 accommodations may be made to enable individuals with disabilities to perform the essential functions. In general, while performing the duties of this job, the employee is expected to stand; walk; sit; reach with hands and arms; and talk or listen.

- Must be able to clearly communicate with others to understand them and to be understood.
- Must be able to read and compose documents so that their intent is easily understood.
- Must be able to occasionally lift and/or move up to 20 pounds.
- Must be able to effectively use a computer and telephone to conduct business.
- Must be able to operate office equipment: telephones, copy, scanner and fax machines
- Must be able to communicate over a telephone and take notes.
- Must be able to attend in-person or web-based meetings, sitting, listening, and taking notes.
- Must be able to prepare documents, research data on websites, and work on computer (with mouse or track-pad), operations up to 8 hours per day.

Required Knowledge and Skills:

Commitment to Social Justice and Understanding of Needs of Homelessness in Oakland – Strong commitment to SMC’s mission and social justice; knowledge in the areas of homelessness, poverty reduction, organizing, advocacy and racial/social equity

Administration and Management - Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Client and Personal Service - Knowledge of principles and processes for providing client and personal services. This includes client needs assessment, meeting quality standards for services, and evaluation of client satisfaction.

Law and Government - Knowledge of federal and local housing policies, regulations and resources

Contract Management – Ability to understand contracts to ensure compliance and manage activities that will ultimately effect the overall success of awarded contracts.

Organization and Recordkeeping – Maintaining files in a systematic way, keeping track of all work documents including but not limited to contract files, government forms and letters, vendor documents

Public Safety and Security - Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

Building and Construction - Knowledge of materials, methods, and the tools involved in the construction or repair of houses, buildings, or other structures such as highways and roads.

Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Communication - Talking to others to convey information effectively; communicating effectively in writing as appropriate for the needs of the audience; Ability to speak effectively before groups of employees or clients of organization.

Judgment and Decision Making - Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Multitasking and Efficiency - Ability to work under pressure in a positive, friendly and supportive environment. Ability to work independently and creatively; able to organize and manage multiple projects simultaneously while maintaining exceptional attention to detail.

Management of Material Resources - Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.

Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; Ability to anticipate and solve problems before they occur and improve the efficiency and effectiveness of the people they support.

St. Mary's Center is an Equal Employment Opportunity Employer. St. Mary's Center is an equal opportunity employer and is committed to an active Equal Employment Opportunity Program (EEO). It is the stated policy of St. Mary's Center that all employees and applicants shall receive equal consideration and treatment in employment without regard to race, color, religion, ancestry, national origin, age (over 40), sex, marital status, medical condition (cancer related) or physical handicap (includes all other medical condition).

TO APPLY: Send cover letter describing your leadership in balancing social work and property management, plus resume to hr@stmaryscenter.org. Applications will be considered on a rolling basis with intent to interview in early May. No calls please.

