

HOUSING MANAGER

BETHANY HOUSE SERVICES

Reports To: Director of Housing

Job Grade: G

FLSA: Exempt

Department: Housing

Status: Fulltime

POSITION OVERVIEW

The Housing Manager, with guidance from the Housing Director, is responsible for providing leadership, coaching, and oversight to ensure the quality, compliance, and effectiveness of Bethany House Services' Prevention and Continuum of Care (CoC) programs. This role focuses on continuous quality improvement and staff development to strengthen housing stability outcomes for participants. The Manager works in close collaboration with the Director of Housing, Data and Compliance Coordinator, and program staff to ensure adherence to best practices, funding requirements, and agency values.

KEY DUTIES AND RESPONSIBILITIES

Work directly with Director of Housing to:

Leadership

- Provide guidance, coaching, and mentoring to housing case managers in identifying gaps in client service delivery and case planning.
- Facilitate regular team meetings to encourage open communication, problem-solving, and peer learning.
- Partner with the Director of Housing to coordinate onboarding and required training for housing staff and address ongoing training needs.
- Serve as a liaison between Housing, Family Services, and other BHS departments to ensure collaborative services and communication.
- Promote a culture of accountability, continuous learning, and equity in service delivery.

Program Quality and Improvement

- Manages a caseload of 5 high acuity or graduate ready cases as determined by documented assessments.
- Develop and implement quality improvement initiatives in collaboration with agency leadership and front-line staff.
- Ensure program practices align with Housing First principles, trauma-informed care, and strength-based techniques.
- Assist in coordinating audits, file reviews, and internal evaluations to ensure compliance and service effectiveness.

Data & Compliance

- Collaborate with the Data and Compliance Coordinator to ensure accurate HMIS data entry, reporting, and error resolution.
- Monitor and track completion of annual assessments, housing inspections, and other CoC compliance requirements.

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- Use data to inform training, coaching, and program development strategies.
- Utilizes HMIS to assure Annual Assessments are completed in tandem with Annual Housing Inspections.

Collaboration and Capacity Building

- Facilitate case consultations and peer support sessions to build staff skills and confidence.
- Support onboarding and training for new staff in program standards, policies, and best practices.
- Foster collaborative relationships with community partners and service providers to enhance participant outcomes.

EDUCATION AND EXPERIENCE

- Bachelor's degree in social work, Human Services, or related field from an accredited program.
- Minimum of 5 years' experience working in housing, homeless services, or related settings.
- At least 3 years of supervisory, coaching, or leadership experience.
- Strong knowledge of HUD-funded programs, CoC regulations, and housing stabilization strategies.
- Experience with Housing First, trauma-informed care, and strength-based techniques.

SKILLS

- Proficiency in Microsoft Word, Excel, Outlook, and web-based HMIS systems.
- Ability to analyze program data and translate findings into actionable strategies.
- Strong organizational, verbal, and written communication skills.
- Ability to manage competing priorities in a fast-paced environment.
- Demonstrated success in leading diverse, multidisciplinary teams.
- Ability to represent BHS in the community and build collaborative partnerships.

OTHER POSITION REQUIREMENTS

- Reliable and regular attendance.
- Valid driver's license and ability to meet BHS vehicle insurance requirements.
- Successful completion of BHS criminal background checks and drug tests

PHYSICAL REQUIREMENTS

- Essential physical requirements include kneeling, standing, walking, lifting up to 10 pounds, and using a computer for extended periods.

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Specific vision requirements include close, distance, and peripheral vision, and ability to adjust focus.

ENVIRONMENTAL CONDITIONS:

- Normal office environment with regular travel to participant homes and partner sites.
- Occasional evening or weekend hours as needed.

WORKING CONDITIONS:

- Generally, 40 hours per week, Monday–Friday, with flexibility for program needs.
- Position requires extended use of a computer and ability to travel locally

Employee Acknowledgement

I have reviewed this job description, and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of Bethany House Services without it being specifically included in the job description. If I have any questions about job duties not specified in this description that I am asked to perform, I should discuss them with my immediate supervisor or a member of the Human Resources staff.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description. I have discussed any questions I may have had about this job description prior to signing this form.

Employee Name (print): _____

Employee Signature: _____

Supervisor Name (print): _____

Supervisor Signature: _____