



Job Description

Job Title: Transitional Housing Manager

Reports To: Chief Operating Officer

Department: Clinical

Location: Spencerport, NY

Salary: \$22-\$25/hr Full Time (but is negotiable)

FULL POSITION DESCRIPTION:

Eagle Star Housing is a non-profit organization located in Upstate New York that has been providing transitional housing and supportive services to Veterans since 2012. In addition, the Spencerport House has been providing civilian residents emergency housing services since 2022. We pride ourselves in providing the most comfortable and supportive environments possible to ensure all residents can successfully reach their individualized goals.

Eagle Star Housing is looking for qualified candidates to provide supportive case management services to residents in a Transitional Housing program located in Spencerport, NY. These candidates should be passionate about access to affordable housing, those with severe mental illness and working with those that have served in the United States Armed Forces. The primary goal is to assist residents in achieving increased stability and self-sufficiency using a strengths-based, Housing First approach.

Position Summary:

Under the direction of the Chief Operating Officer, the candidate will assist in ensuring full capacity of 15 transitional housing units under the guidelines of two separate community contracts. Within these guidelines residents will require case management, individualized service plans, coordination with outside providers and weekly structured activities to include life skills. Additional functions performed include goal planning, connecting clients to community resources, home visits, documentation in HMIS, and assisting residents in housing searches. Work is accomplished by advising and motivating program participants to accomplish their goals.

Candidate will coordinate and work collaboratively with the community referral sources to identify individualized resident needs are met. Candidate will assist residents in getting settled into their room and will ensure regular check-ins with those residents to ensure successful transition. Candidate will collaborate with community partners, facilitate group activities, and maintain notes on each resident in an electronic medical record and/or HMIS. Must be a good team player, have excellent written and verbal communication skills and be a self-starter. Must have a positive attitude and be a thoughtful and creative thinker. Must effectively supervise a team of staff and ensure successful coverage of a 24/7/365 program. Must perform property management duties, to include house maintenance.

Essential Functions:

- Provides supportive case management to 15 residents assisting them to reach their goals.
- Greets new residents on arrival, shows resident to their room, provides essential items for comfort, provides basic tour of building.
- Responsible for inventory, menu planning, ordering of materials and good stewardship of the budget.
- Responsible for the training of new staff.

- Coordinates and directs the daily resident care operations of the facility.
- Performs the daily operations of the TH program including the processing of intakes and referrals for admission into the house as identified in shift responsibilities list.
- Provides review of included services eligible to those enrolled in TH and EH programs.
- Assist resident in identifying needs to obtain permanent housing.
- Conducts room checks with resident as needed.
- Works with the resident to resolve issues around program rules/expectations.
- Acts as liaison and works in conjunction with community referral sources to make sure resident makes appointments and completes any necessary requirements as directed by agency.
- Ensures all initial linkages to community providers are established and maintained.
- Collaborates with all service providers and establishes team communication plan.
- Advocates for additional services and linkages as appropriate based on any observed or reported change in conditions.
- Collaborates with all TH team members for active involvement in programing.
- Attends team meetings.
- Maintains current documentation related to admission, continued check-ins, and annual requirements.
- Assists with resident income verification and obtaining paperwork necessary to do so.
- Updates Goal Plans with program participants using a case management approach.
- Respects and maintains resident confidentiality and demonstrates a positive and caring attitude toward all residents, staff and community members.
- Practices and promotes positive peer and resident relations.
- Participates in and promotes quality improvement and maintains clear communications with the Chief Operating Officer regarding house needs and incidents.
- Maintains a continuous physical presence within the house during working hours and responds to requests for assistance.
- Maintains positive and collaborative relationship with community partners and referral sources.
- Identifies opportunities for improvement in all aspects of the program.
- Assists with implementation of policies and programs.
- Identifies and promptly addresses unsafe practices and other safety issues in the house.
- Engages and educates community partners on the TH/EH program to increase referral rates.
- Accepts responsibility for personal professional development and demonstrates desire for personal growth.
- Attends staff meetings and other meetings as required by supervisor.
- Performs other duties as assigned.

Qualifications:

Preferred candidate will have a bachelor's degree in Human Services, Social Services, Psychology, or related field. Experience in the human services field, case management and homeless services experience can be substituted for educational preferences. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Travel is required and an unrestricted license is mandatory. Must possess the ability to make independent decisions as necessary and have a working knowledge of computer technology. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Two years of supervisory experience preferred.

This is a fast paced position and often requires significant ability to triage emergencies while ensuring safety of all residents. It requires after hours assistance at times and flexibility in scheduling.

Language Ability:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, residents, customers, and the public.

Math Ability:

Ability to calculate figures and amounts such as proportions and percentages.

Reasoning Ability:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Microsoft Office to include Excel, will need to be comfortable with electronic medical recording and documentation in the Homeless Management Information System (HMIS).

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.

The employee must occasionally lift and/or move up to 30 pounds. While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands; reach with hands and arms and talk or hear. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

I have reviewed the above position description with my supervisor and understand this to be a guideline for my current job duties. I understand that management retains the discretion to add or change duties in my position at any time. This position description will be used in evaluating my job performance.

Employee Signature

Date

Supervisor Signature

Date