



POSITION: Housing Stabilization Program Manager

JOB CLASSIFICATION: Full-Time, Salary/Exempt

SALARY RANGE: \$55,000-\$65,000 Annually

LOCATION: Tulsa, OK

OVERVIEW

Housing Solutions seeks motivated professionals who want to use their talents and skills to make a difference. As the lead agency in the HUD-funded Tulsa County Continuum of Care, we coordinate and manage over \$3 million annually in federal, state, county, and city funds for programs providing shelter, housing, and services to people experiencing homelessness.

A Continuum of Care (CoC) is the group that carries out the responsibilities for a defined geographic area. Responsibilities of our CoC include coordinating the implementation of a housing and service system within its geographic area that meets the needs of the individuals and families who experience homelessness there. A CoC is also responsible for designing and implementing the process associated with applying for federal funds for their community.

A CoC is composed of representatives of organizations including nonprofit homeless providers, victim service providers, faith-based organizations, governments, businesses, advocates, public housing agencies, school districts, social service providers, mental health agencies, hospitals, universities, affordable housing developers, law enforcement, organizations that serve homeless and formerly homeless veterans, and homeless and formerly homeless persons.

THE OPPORTUNITY

The purpose of this role is to work with individuals dedicated to making a positive impact in our clients' lives as well as our community. The Team leader of the Housing Stabilization Team Lead will advocate for the mission of the organization and promote the vision and direction of the organization. This position provides 50% direct service and 50% Administrative and clinical oversight. The Housing Stabilization team will adhere to the Evidenced Based practices of Housing First.

The stabilization team is responsible for guiding participants through the transition from homelessness to permanent housing and self-sufficiency. This includes assisting clients in developing life skills necessary for long-term successful housing- which happens in the community and continues in the form of home visits typically that happen once a week. – The frequency of these meetings will increase or decrease based on the needs of the client served.

Another part of this role is to provide landlord-tenant mediation as well as assist the stabilization case managers to develop and enhance these skills as well. All services provided are from a client-centered perspective and the client drives the treatment plan. This will be accomplished by following the rules and regulations of our funding sources as well as well outlined standard operating procedures and agency policies and procedures. The Team Lead for the Housing



Stabilization Case Manager will perform all duties and responsibilities in a manner that models the mission, vision, and core beliefs of Housing Solutions.

The Housing Stability Team Lead reports to the Director of Outreach & Engagement. This is a grant-funded position through 12/31/2022 with the possibility of extension subject to funding.

KEY RESPONSIBILITIES

- Responsible for creating and ensuring the framework of the teams' operations, ensuring that clients are receiving the necessary services from the case managers and community partners to ensure that people remain housed.
- Carry a caseload of on average of 10-12 people and supervise two stability case managers who have between 20-22 people on their caseload.
- Conduct morning meetings with the stability case managers to support and help them prioritize activities
- Ensure that there is coverage for the clients to ensure that nothing is dropped in the case manager's absence when case managers are off.
- Conduct clinical supervision twice a month
- Work with the Stability Case Managers to ensure that the clients with the highest level of needs are receiving at minimum a weekly face to face visit
- Provide direct case management services to program participants including but not limited to: conducting initial mental health evaluations and assessments; developing participant-centered individual service plans; identifying supportive services; providing advocacy and support; demonstrating a healthy landlord-tenant relationship; and continuously educating program participants on their rights and responsibilities as a tenant.
- Assist program participants in obtaining documentation required to access employment or community services, such as ID, social security card, and income verification when necessary.
- Engage with program participants on a consistent basis, appropriate to their prioritized needs, to identify their goals and supportive services needed to maintain permanent housing, economic stability, and mental wellness.
- Maintain complete client records in the Homeless Management Information System and ensure that the Stability Case Managers are doing the same.
- Refer clients to necessary therapeutic, social service, medical, educational, employment, etc. resources within the community.
- Incorporate the program participants' goals related to housing, economic stability, and mental wellness into an individualized service plan that is reviewed monthly and updated annually.
- Ensure all clients remain compliant with all program expectations.



- Establish and maintain positive, productive working relationships with property managers and management companies, shelter programs, mental health programs, Tulsa police, and other local officials, as well as providers of services and resources.
- Other duties as required, including occasional moderate lifting.

REQUIREMENTS FOR SUCCESS

- Master's degree in social work or counseling with a current license to practice at the highest level of their discipline
- Strong leader with grit and a sense of humor
- Working knowledge of clinical practices.
- Exhibits Demonstrated ability to work independently and as part of a team.
- Displays appropriate, professional, healthy boundaries and exercises mature judgment and understanding of safety concerns.
- Completes tasks in a timely and efficient manner, utilizing good organizational skills.
- Has the ability to manage multiple cases efficiently and effectively while maintaining sound judgment.
- Adapts well to changing priorities and challenging individuals.
- Exercises good judgment and discretion in handling client confidentiality and other confidential matters.
- Able to work flexible hours.
- Possesses a valid Oklahoma driver's license, proof of insurance, and a clean driving record.
- Computer skills with proficiency in Microsoft office programs.
- Familiarity with harm reduction and housing first models of service deliveries preferred.

WORKING ENVIRONMENT

Most of the day-to-day activities will be conducted in the homes of program participants, some work will also occur in partner organization offices, libraries, or other community-based settings. Employees are required to use their personal cell phones for business purposes and will be provided a work tablet that can be used in the field. At times this position can be emotionally stressful and may require occasionally working irregular hours.

This is an exempt full-time position working 40 hours a week, spread out over 7 days. Evening and weekend hours are required as team schedules demand.

PHYSICAL DEMANDS

1. This position also requires the ability to lift files, file boxes, and furniture, open filing cabinets, and bend or stand on a stool as necessary.



2. Requires corrective vision and hearing to normal range; ability to move between service locations; ability to lift 25 lbs.
3. The use of PPE may be required to limit possible exposure to communicable diseases.

DIVERSITY & INCLUSION

Housing Solutions is an inclusive employer. We celebrate diversity and strive to reflect the community in which we work, to better serve our clients. We welcome and encourage applications from Women, Culturally and Linguistically Diverse people, People with Disability, Sexually and Gender Diverse people, people with lived experience of adversity, and people of all ages.

As such, if you require any adjustments to submit your application, we invite you to get in touch via email at housingsolutions@housingsolutionstulsa.org, using the subject line: **Housing Stability inquiry**.

NEXT STEPS

To be considered for this opportunity, please email your resume to jsanders@housingsolutionstulsa.org.