

# LA FAMILY HOUSING

**Job Title:** Housing Stabilization Manager – Individual Services

**Job Type:** Full-Time

**Location:** North Hollywood, California

## Duties & Responsibilities

### SUMMARY OF RESPONSIBILITIES

The Housing Stabilization Manager is responsible for management and supervision of an LA Family Housing Stabilization (HS) Team. This includes: staff hiring, training, scheduling, mentoring; and day to day supervision of all HS staff on team, including job performance counseling or disciplinary action, as needed, and conducting regular job performance reviews of all HS staff. The Housing Stabilization Manager is also responsible for oversight and decision making with respect to the Program's contractual responsibilities including QA audits, financial management, and outcomes for stabilization contracts. This position will also supervise HS Staff to verify the provision of objective clinical case management to participants and the effective use of crisis intervention adhering to mandated reporting guidelines, legal and ethical guidelines.

This position will oversee Housing Stabilization case managers, to complete weekly/monthly required tasks such as monitoring file maintenance, facilitating case reviews; ensuring the submission of weekly, monthly, and quarterly reports in conjunction with LAFH's Data Team; track spending allocations for client needs. Finally, this position will support CES integration by attend various community meeting and venues as needed to represent LAFH and SPA 2 CES

### SPECIFIC DUTIES

1. Interview and make recommendations for the hiring of HS staff.
2. Train, mentor, and develop HS program staff.
3. Manage Stabilization programs to ensure that stabilization services are being completed and conducted in accordance with best practices and program contracts.
4. Manage and supervise HS staff on a regular day-to-day basis in all aspects of job performance and ensure that the HS team is consistently using best practices in all case management (e.g. Motivational Interviewing, Harm Reduction, Trauma-Informed Care, etc.).
5. Coordinate and collaborate with program partners to increase support networks for referral and linkage with program participants.
6. Engage in regular weekly staff development, training, and case conferencing, solution focused case management, and coordination with program funders.
7. Consult with HS staff as needed and provide guidance and supervision for crisis intervention, problem-solving techniques, and feedback to address challenging issues participants are facing.
8. Monitor HS staff compliance with all regulatory and ethical requirements.
9. Manage relationships with landlords and property management companies that partner with LAFH. This includes participating in phone conferences, regular case reviews, and attending regular meetings with all parties for collaboration, prevention planning, and housing stability maintenance.

10. Manage transportation activities of participants and staff. This includes managing the disbursement of bus tokens, accumulation of token logs and coordination of agency car scheduling/use.
11. Monitor and supervise HS staff to ensure that housing stabilizers submit accurate and completed rental assistance requests in a timely manner and monitor the payment and delivery to landlords and Property Managers in connection with short-term stabilization programs. Oversee the use of move in assistance and supportive funds to enhance service delivery.
12. Review and monitor HS staff recordkeeping and other documentation of client engagements to ensure that these are complete and accurate.
13. Provide job counseling or disciplinary action to HS Staff, as needed to elicit professional, efficient, and ethical job performance, in all areas.
14. Make recommendations for staff advancement, transfers, wage adjustments, and employment separation.
15. Work together with the Director, and LAFH's QA Team to ensure services are tracked efficiently, consistent data collection within HMIS and CHAMP (if applicable) is maintained, conduct on-going program file reviews, and any other monthly, quarterly, and/or annual reporting as contractually required.
16. Participate in agency and community meetings as directed by supervisor.
17. Any additional tasks, projects, job duties, and responsibilities as may be assigned from time to time by Director of Stabilization or Director of Permanent Supportive Housing.

### Education, Experience and Skills:

#### EDUCATION:

- Minimum of a Master's Degree in a social science or related field with a preference for a Masters in Clinical Psychology or Social Work

#### EXPERIENCE:

- At least three years of experience or a BA and at least five years' experience with the homeless, veterans, social services, case management, or other related social service field with an emphasis on mental health.

#### KNOWLEDGE AND SKILLS:

- Must possess management abilities including ability to make decisions and ability to train, coach, and mentor staff.
- Understanding of the Coordinated Entry System utilized in Los Angeles County
- Must have knowledge of issues facing homeless and previously homeless population (e.g. health, substance abuse, mental health, domestic abuse, child welfare, resources for undocumented).
- Must have strong professional experience working with community/partner agencies.
- Must possess excellent English communication skills--both written and verbal
- Ability to make good decisions for individuals and/or families that need services
- Strong knowledge of the DCFS child safety and reporting regulations
- Basic knowledge of housing and housing-related laws specific to Los Angeles/California
- Ability to network and build relationships; locate and develop housing contacts
- Ability to act as a liaison between staff/partner agencies/participants

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## Equal Employment Opportunity Statement:

**EEO:** LAFH is committed to providing equal employment opportunities for applicants and employees.

**FAIR CHANCE INITIATIVE:** LAFH is in compliance with the Fair Chance Initiative for Hiring and will consider qualified applicants with criminal histories.

**PHYSICAL ACCOMODATIONS:** All candidates must be able to perform the physical demands of the position with or without reasonable accommodation. For a list of physical demands, please refer to the full job description.

## To Apply:

Email your resume and cover letter to [HR@lafh.org](mailto:HR@lafh.org)