



CENTRAL FLORIDA PROGRAMS MANAGER

POSITION SUMMARY

Ability Housing's vision is a society where housing is a right, not a privilege; and all individuals have safe, affordable housing in vibrant communities. Our mission is to build strong communities where everyone has a home. To achieve these, we develop and operate quality rental housing affordable to persons with extremely limited incomes; administer rental assistance to help chronically homeless households access market housing; and partner with area service organizations to ensure our residents have the supports they require to maintain their housing and increase their independent living skills.

Reporting to the Programs Director, and working collegially with the Programs team, the Central Florida Programs Manager is responsible for management and oversight of all Programs activities in Central Florida so that all residents receive best-in-class services to achieve optimal outcomes.

ESSENTIAL RESPONSIBILITIES

Programs

- Ensure evidence-based and best practices are implemented for all services provided
- Supervise onsite supportive housing case managers, peer support specialists and third-party support service providers for each property
- Coordinate services and activities provided by other agencies
- Work with property management and support staff to ensure resident understanding of tenant rights and responsibilities
- Act as a liaison with property management and third-party support service providers in resolving issues and concerns related to a residents housing stability
- Support agency efforts to expand and revise programs model to increase resident economic mobility and resiliency
- Support Resident Engagement Coordinator to: Develop and oversee resident association initiatives; Resident service coordination initiatives that maximize housing stability and self-sufficiency; Mobilize community residents around critical neighborhood and community issues
- Identify trends and proactively improve outcomes
- Participate in agency quality assurance initiatives
- Maintain timely knowledge of federal, state, city programs and regulations; as well as community programs and resources
- Provide timely and accurate reporting of program outcomes; assess and recommend modifications to programs as appropriate
- Develop and enhance relationships among broad spectrum of community organizations
- Develop and enhance appropriate collaborations to support Ability Housing mission and implementation of best practices
- Develop and maintain solid working relations with appropriate local partners
- Enhance organizational reputation with grant makers
- Identify collaborative grant opportunities to expand community impact; develop and expand relationships to secure additional resources

Administration

- Oversee Central Florida programs administration to ensure efficient operations
- Ensure all charts and records are maintained according to established HUD standards
- Provide requisite information for funding proposals and reporting; ensure compliance with relevant grants and contracts: Monitor and report grant outcomes; Communicate grant outcomes; Proactively identify concerns related to grant and implement corrective action
- Administer the Central Florida Villages Emergency Assistance Program
- Develop and implement systemic approach to collect, evaluate and disseminate data
- Ensure Ability Housing HMIS data always accurate and timely
- Participate in staff meetings, in-service training and workshops as deemed appropriate by the Programs Director and/or CEO/President

QUALIFICATIONS

The successful candidate must:

- Have a bachelor's degree in social work, psychology, human services or similar degree with at least 2 years relevant experience. Supervisory or management experience a plus
- Be able to establish cooperative working relationships with clients, colleagues, and volunteers
- Have excellent interpersonal skill and ability to work independently in a fast-paced environment
- Have the ability to manage crisis situations
- Have excellent communication skills, both verbal and written
- Computer competency required
- Must possess excellent organizational skills
- Pays close attention to detail and demonstrates strong organization skills.
- Understanding of working directly with formerly homeless individuals and families and at-risk populations by treating all individuals with respect, and are able to build rapport by promoting empathy and compassion with patience and consistency
- Maintain a professional demeanor and maturity, good judgment, quick learner, and proactive
- Ability to multi-task, prioritize, manage time efficiently, and flexible when needed
- Display qualities of a team player mentality and possesses strong work ethics
- Ability to work a flexible schedule, including after hours for emergencies when applicable
- Must have the ability to handle confidential information appropriately
- Valid Florida driver's license, personal vehicle, and adequate and active auto insurance
- Physically able to work in a fast-paced multitasked environment