

JOB DESCRIPTION

Housing Supervisor

Westchester and Rockland Mediation Centers of CLUSTER Community Services

General Function: The Housing Supervisor is responsible for the day to day operation of all housing support initiatives under the guidance of the Westchester and Rockland Mediation Centers of CLUSTER and reports to the Mediation Center Director.

Responsibilities include:

1) Manage the delivery of program services and attend all relevant County and Partner Meetings

- Maintain contact and develop excellent working relationships with Court personnel, Continuum of Care partners, Department of Social Services (DSS) staff and all other network agencies and resources to ensure effective operation of programs
- Make on-site visits to satellite offices and Courts
- Maintain and report housing program statistics to Director and other appropriate agencies
- Attend Community meetings and trainings at Director's request
- Supervise designated staff members and oversee some satellite offices
- Assist the Director in developing plans for strengthening and expanding program services
- Manage and maintain daily office functions
- Provide direct services as needed
- Should be prepared to assume other duties that may be assigned by the Director of the Westchester Rockland Mediation Center of CLUSTER

2) Manage, train and supervise all Housing staff members in these areas

- Intake of clients, information gathering, eligibility, appropriate case activity, program procedures and protocol, required documents, DSS rules and regulations, Section 8 and other voucher (subsidy) programs, appropriate client contact(s), referral sources, accurate record keeping and reporting and apartment inspections
- Conduct monthly staff meetings and case conferences; evaluate staff performance by reviewing work productivity, monthly statistics and summary reports
- Monitor and evaluate staff performance on a regular basis
- Plan, participate and assist in the development of ongoing/in-service training for staff
- Assist in overall program monitoring with WRMC Director
- Maintain and report housing program statistics to Director and other agencies

3) Qualifications

- Must be able to develop productive working relationships with others
- Must have strong written and oral communication skills
- Should have working experience that includes the use of a computer, Microsoft office programs and program reporting.
- Knowledge of Clienttrack and other state and local Data Management Systems a plus
- Bachelor's degree preferred; Associates degree with at least 5 years of housing experience will be considered.
- Supervisory experience a plus.
- License and access to a vehicle is required for this position.

Full- time – 35 hours/week- **exempt position**; \$52,500- 60,000 with benefits; depending on experience.

Forward resume and cover letter to careers@clusterinc.org