



POSITION: Fair Housing Manager – Dispute Resolution Center

IMMEDIATE SUPERVISOR: Director of Operations
PROGRAM: Dispute Resolution Center
HOURS & WAGES: Full Time/ DOE
DATE OF DESCRIPTION: September 2015

GENERAL FUNCTION:

Manage and supervise employees and day to day coordination and provision of services for the Dispute Resolution Center's landlord-tenant housing services; Renter Certification, Fair Housing and Homelessness Prevention Navigators. Coordinate and assign cases to Prevention Navigators. Manage grants and reporting for housing services. Ensure coverage of the landlord-tenant call line and provide direct service to housing clients when additional coverage is needed. Support Skagit DRC in establishing housing programs as needed.

QUALIFICATIONS:

- Bachelor's degree in a related field and at least two years of experience in a social service field. Related experience can be substituted for educational requirements.
- Minimum of two years of experience managing staff in an office environment.
- Demonstrated belief in alternative dispute resolution processes.
- Ability to remain neutral when assisting two people in conflict.
- Must possess excellent customer service skills and people skills, strong communication skills; maintain composure while completing diverse tasks.
- Ability to exercise good judgment, be compassionate, dependable and be willing to complete office tasks as necessary; demonstrate initiative in applying problem-solving skills to office challenges.
- Competence in MS Office required, especially Word.
- Knowledge of local housing issues and any other software expertise is a plus.

PRINCIPAL ACTIVITIES:

- Manage staff and services for the day-to-day operation of Renter Certification, Fair Housing and Homelessness Prevention Navigators.
- Provide training for tenants on landlord-tenant rights and responsibilities, communication skills and negotiation skills.
- Manage grants and reporting for Renter Certification, Fair Housing and Homelessness Prevention Navigators.
- Attend meetings and events including Point In Time Count, Project Homeless Connect, Homeless Policy Task Force Meetings, IIF Navigation Meetings around Snohomish County as required by EHP requirements.
- Assign cases to Prevention Navigators and maintain records in HMIS as required by EHP grant.
- Establish and maintain partnerships with other social service agencies to ensure program success and accessibility for the public.
- Establish and maintain MOU's with local housing to benefit clients of the Renter Certification Program.
- Work one-on-one with Renter Certification as needed.
- Answer Landlord/Tenant calls and provide conciliation to resolve housing disputes as needed.
- Outreach projects including meetings and brochure/flyer distribution.
- Support Skagit DRC in establishing housing programs as needed
- Provide continued services and consultation to the Snohomish county for Fair Housing to be in compliance with Fair Housing Rules and Continuum of Care.

If you wish to apply for this position, please email your cover letter and resume to: recruiter@voaww.org.

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