



POSITION: Housing Program Manager – Dispute Resolution Center

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

The Volunteers of America Dispute Resolution Center is a not for profit mediation and conflict resolution program. We utilize client centered conflict resolution practices to assist individuals and families in stabilizing housing, family relationships and employment. Learn more about us at www.voaww.org/drc.

We are currently seeking a Housing Program Manager to coordinate and oversee our housing services; Fair Housing Training and Counseling, Renter Certification and Homelessness Prevention Navigators. We are looking for someone who can coach, delegate and set goals to build a strong cohesive team of housing specialists. Responsibilities will include working with all levels of personnel within the agency to ensure programs and services are meeting client and funder needs as well as providing direct service to clients as needed.

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.

Volunteers of America provides equal employment opportunities to all employees and applicants for employment without regard to race, sex, age, sexual orientation, marital status, color, creed, religion, national origin, disability, disability or status as veteran or special disabled veteran, use of trained guide dog or service animal by a person with a disability. We are in accordance with applicable federal laws and in compliance with the Americans with Disability Act, to include HIV Aids and other communicable diseases covered under the Act. Additionally, the agency complies with applicable state and local laws governing non-discrimination in employment.