



Job Title: Housing Navigation Program Manager, Full-Time

Reports To: Outreach Coordinator

Job Summary:

The Housing Navigation Program Manager is responsible for the oversight and interventions of the housing navigation program, quality assurance, data analysis and landlord engagement activities. The position oversees the implementation of activities and program initiatives tailored to organizational objectives and built around veterans with a primary focus on housing for veterans. The Program Manager will supervise assigned Housing Navigators and Landlord Engagement Specialist. The position monitors work for accuracy, completeness, conformity to policy and achievement of goals or objectives.

Responsibilities

- Develop relationships with community partners and service providers to address veterans experiencing homelessness.
- Oversee implementation and adherence to Housing Navigation initiatives, policies and projects to assure ongoing compliance with contractual obligations and organizational objectives.
- Analyze housing navigation specific data to measure outcomes and impact of services.
- Development staff to encourage support and collaboration with internal applicants and residents.
- Set deadlines, assign responsibilities and monitor progress of initiatives and projects.
- Ensure efficiency, effectiveness and quality of services via ongoing training, instruction, counseling and leadership. Encourage teamwork and lead as an example in creating a harmonious environment.
- Oversee regular quality assurance audits and reporting requirements to ensure compliance with all applicable federal, state, local and contract regulations and requirements.
- Ensure all administrative processes are handled on a timely basis.
- Provide social work case management and navigation services, both in-person and virtually, to assist veterans and their families during relocation efforts and/or to obtain stable housing.
- Assist clients with barriers through both in-person and virtual efforts such as: intensive case management, crisis mitigation, documentation recovery, application/deposit fees, landlord mitigation, landlord disputes, rent payment/eviction prevention options, utility support, etc. in an effort to obtain and/or maintain clients' housing.
- Add clients to HMIS, Section 811 and other applicable waiting lists.
- Maintain community housing lists, resources and helpful tips which may assist veterans

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with housing needs.

- Keep abreast of city, county, state and federal funding advocacy activity.
- Take part in other duties and projects, as assigned.

Requirements:

- Knowledge of service programs and educational methods.
- Ability to plan, manage and oversee programs.
- Competency in social work values, knowledge and skills.
- Ability to assess service programs and evaluate future needs.
- Ability to recruit, supervise, train and evaluate staff.
- Ability to work independently and concurrently to perform multiple compliance projects.
- Knowledge of computer software applications.
- Knowledge of budget planning and administration.
- Ability to communicate effectively, both verbally and in writing.
- Ability to analyze statistical reports and make recommendations for changes or improvements.
- Ability to establish effective working relationships with co-workers, board members, supervisors, consultants and the general public.
- Ability to identify problems, organizational needs, and opportunities for change. Participate in the change proactively.

Competencies:

- Supervision
- Data Management
- Results Driven
- Ability to multi-task
- Relationship Building
- Dispute Resolution
- Team Player

Education:

Bachelor's degree (preferred) or 5+ years of working in a human service setting (to include internship experiences).

Experience:

- Prior experiences working with an underserved population helpful (e.g., experience with mental health population, drug abuse counseling, life coaching, social work, etc.)
- Preferred 3+ years of professional work experience with building landlord/tenant relationships
- Experience working in an environment with high client volume
- Sensitivity to economic and sociological barriers
- Crisis de-escalation certification (Plus)
- BSW (Plus)

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Skills:

- Ability to work well with others.
- Ability to interact with various types of people.
- A sound understanding of mental health and/or substance abuse problems and treatments.
- Personal traits which include: patience, tolerance, caring, mature and understanding.

Requirements:

- Valid driver's license with 0 points
- Ability to be insured through company driver's policy
- Bilingual (English/Spanish) a plus.