

COMMONWEALTH LAND TRUST

Preventing Homelessness

DIRECTOR OF SUPPORTIVE HOUSING

DEPARTMENT: Administration
REPORTS TO: President & CEO
SUPERVISES: Leasing & Compliance Manager, Supportive Housing Managers
FTE/SCHEDULE: Full-time
COMPENSATION: \$90,000 - \$110,000 DOE with generous benefits
CLASSIFICATION: Exempt
LOCATION: Main Office with off-site travel

POSITION DESCRIPTION

DUTIES/RESPONSIBILITIES (INCLUDING, BUT NOT LIMITED TO)

- Oversee Supportive Housing Management department and provide supervisory support to Supportive Housing Team
- Identifies training needs for supervisees and recommends education opportunities
- Oversee third party property management firms (CGM/The Mackin Group & Roxbury Corners/WinnResidential)
- Oversee and supervise Leasing & Compliance Management, including proper assemblage and maintenance of tenant files and annual LIHTC recertifications
- Oversight of demographic data collection, analysis and reporting (e.g., HMIS)
- Monitor/advise as regards resident accounts receivable, lease violations, vacancy rates, expense overruns, budgeting
- Ensure compliance with HUD guidelines, the Americans with Disabilities Act, and state and federal fair housing regulations
- Ensure compliance and quality as to lender and government requirements, annual inspections and audits
- Interdepartmental meetings & events – ensuring strong interdepartmental communication and relationships through deliberate, regular meetings, in-service trainings and recreational group outings.
- Developing and encouraging cohesive company culture – everything from devising a comprehensive new staff orientation program and current staff mission and policies re-orientation to office design and décor
- Human resources – research and recommend programs for the benefit of staff and act as an in-house resource for staff with regard to benefits provided.

- Manage employee recognition and team building program – quarterly all-staff events/get-togethers; service recognition; birthdays
- Oversee employee benefit plans, with particular emphasis on helping the Board develop a cost-effective and consistent, agency-wide benefits package and vacation policy
- Advertising design, postings and renewals for employment and housing
- Communications/social media: website and Facebook site updating and maintenance, updating of brochures & marketing materials
- Agency policies & procedures development & enforcement
- Coordinate program operation and quality assurance in collaboration with Senior Team (Clinical Program Director, Maintenance Director, Director of Marketing & Outreach, and Controller)
- Identifies and develops relationships with potential donors for benefit of agency; oversees annual donor recognition and thanks program
- Manage agency requests for proposals (RFPs) for agency and housing program services: answering service, phones, cellular, IT, temporary staffing, etc.
- Perform criminal background checks on applicants for housing, employment, and volunteer positions
- Research and develop organizational policies
- Oversee annual staff satisfaction and needs survey
- Attends unit, department and agency meetings as required

REQUIRED EDUCATION/CERTIFICATIONS/EXPERIENCE/SKILLS

- Master's degree preferred and minimum experience of five or more years in affordable housing or nonprofit management
- Strong organizational, math and communication skills
- Strong time management skills and the ability to plan and oversee compliance with regulatory requirements
- Strong work ethic, detail-oriented mindset, ability to work as a team player and effectively multitask
- Advanced knowledge of Microsoft Office Software (*Excel, in particular*) and Windows and comfort learning new software and tracking systems
- Ability to work comfortably with people of varying racial/ethnic backgrounds, sexual orientations, language and socio-economic differences
- Valid driver's license in good standing and willingness to travel within the 495 beltway

Employee Signature

Date

Supervisor Signature

Date

Employee Name (please print)

Supervisor Name (please print)