

**eliminating racism  
empowering women** **ywca**

**YWCA Madison - Job Description**

**Job Title:** Housing First Programs Manager  
**Department:** Housing  
**Reports To:** Housing Director  
**FLSA Status:** Exempt  
**Revision date:** **June 2018**

**Summary**

The YWCA Housing First Programs Manager is responsible for the management and supervision of community based housing and housing-related programs. The Housing First Programs Manager trains, develops and supervises staff that support Housing First programs at YWCA Madison. The Housing First Programs Manager ensures that Housing First programs advance the mission of the YWCA and that programs provide culturally inclusive, trauma informed services which incorporate best practice techniques.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

*Program Development and Management*

- Develop and manage Housing First programs.
- In conjunction with appropriate staff, develop and implement program criteria and procedures, and evaluate program effectiveness.
- Be aware of changing needs of populations served and opportunities for appropriate staff training and inter-agency cooperation.
- Ensure effective program operations and compliance with funder requirements, goals and expectations.

*Operations Management*

- Serve as a liaison to program funders and community partners.
- Represent the YWCA at appropriate community meetings and forums.
- Prepare written reports and other necessary documentation, as needed.
- Partner with the Housing Director on operational and strategic issues as they arise. Participate in the ongoing strategic planning process.
- Assist in the management of program budgets. Approve department expenditures.

*Collaboration*

- In conjunction with the Housing Director, plan and facilitate housing team meetings.
- Work as a team member with other YWCA departments to develop integrated programming and procedures.
- Actively participate in the Dane County Homeless Services Consortium and its committees and/or ensure that members of the YWCA Housing Department represent the YWCA on appropriate committees.
- Collaborate with funders and community partners on housing- related initiatives that are consistent with the YWCA's mission.
- Work closely with partner agency staff members to coordinate services for clients.
- Work closely with funders and other community partners to implement and evaluate program success and to modify program components as deemed necessary.

### *Supervisory Responsibilities*

- Hire, train, and supervise 4-6 department staff.
- Assist with new staff onboarding and orientation processes.
- Motivate staff to achieve goals through individual and group supervision, coaching, goal setting, training and staff development, among other strategies.
- Review and evaluate staff performance.
- Remain accountable for positive client service and accurate record keeping.

### **Qualifications**

- Master's Degree in social work, sociology, or a related field and 3 years related experience **OR** BS/BA in a related field and 5 years of related experience. 1-2 years' supervisory and management experience.
- 2 years' experience with homeless services and affordable housing programs including knowledge of landlord/tenant law
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Knowledge, Skills and Abilities**

- Must support the YWCA mission: eliminating racism and empowering women, and demonstrate the competencies listed in the YWCA Madison Competency Model.
- Knowledge of homeless services, landlord/tenant law, low-income and subsidized housing programs.
- Knowledge of mental health, trauma, AODA, and poverty issues.
- Demonstrated cultural competency with diverse populations.
- Strong written and verbal communication skills.
- Familiarity with crisis counseling techniques.
- Broad knowledge of community resources.
- Excellent record-keeping skills.