



## POSITION DESCRIPTION

**TITLE:** Supportive Housing Services Supervisor

**SALARY:** \$50,000 - \$56,000

**POSITION DESCRIPTION:** The Supportive Housing Supervisor provides oversight of the Wellspring's Housing of Urban Development (HUD) Supportive Housing Programs (SHP) and supervision of HUD case managers.

**EDUCATION REQUIREMENTS:** Bachelor's Degree in Social Work, Sociology, Psychology, or related field required. Master's degree preferred.

**EXPERIENCE REQUIREMENTS:** Minimum of 5 years working in non-profit services is required. Supervisory experience and experience with HUD SHP and/or housing/homeless services preferred.

### **SPECIAL SKILLS / OTHER REQUIREMENTS:**

- Extensive knowledge of
  - HUD Supportive Housing Programs (SHP)
  - Continuum of Care process
  - Homelessness and Housing First model
  - Fair Housing, ADA, and Landlord-Tenant laws
- Supervisory Skills
  - Grant Management Skills— budgeting and oversight of operations and services budget
  - Ability to hire, supervise, and train a team of case managers
  - Ability to coach case managers in principles of Housing First, utilization and coordination of critical resources, delivery of effective case management services, and understanding serious mental illness and trauma— including the trauma resulting from homelessness.
- Basic Skills and Expectations
  - Ability to work both independently and as a team member
  - Reliable transportation
  - Willingness to make home visits
  - Proficient oral and written communication skills

### **COMPETENCIES:**

- |                      |                                     |                           |
|----------------------|-------------------------------------|---------------------------|
| • Client Orientation | • Problem Solving & Decision Making | • Tolerance for Ambiguity |
| • Program Knowledge  | • Time Management & Organization    | • Attention to Detail     |
| • Client Assessment  | • Prioritization                    | • Continuous Improvement  |
| • Confidentiality    | • Initiative                        | • Advocacy                |
| • Communication      | • Leadership                        | • Positive Attitude       |

### **Responsibilities**

- Oversees housing referral process and compliance.
- Works closely with the Continuum of Care (COC) Common Assessment Team (CAT) to receive and screen referrals.
- Coordinates with other Wellspring services, as necessary.
- Works with LMHA to determine client eligibility for vouchers & trouble shoot any issues. Understand Olmstead voucher criteria, procedures, & process. Familiar with Move to Work Plan where Wellspring programs/properties are identified.
- Collaborates and communicates with New Directions regarding any Wellspring properties that have vacancies.
- In collaboration with Wellspring Housing Director, verifies funding & subsidizing source requirements are met regarding documentation & record keeping, HQS inspections, Fair Housing Law, ADA, KY Landlord-Tenant laws, & HIPAA.
- Communicates with Case Managers and Landlords about issues affecting participants' housing.
- Completes reports required by funding sources.
- Provides housing counseling, as needed.
- With Case Managers, refers high need clients to Wellspring programs. Utilizes Common Core State Standards.
- Advocates for clients including working with Housing Director & Accounting to save tenancy for clients.
- Serves as a Wellspring representative to the COC.
- Supervises and provides training to HUD SHP Case Managers.
- Works collaboratively with Wellspring colleagues.