



PEOPLE'S EMERGENCY CENTER

Nurturing Families, Strengthening Neighborhoods, Driving Change.

Housing Services Manager

Department: Social Services
Classification: Exempt
Reports to: Director, Emergency & Transitional Housing

JOB DESCRIPTION

Summary:

The Housing Services Manager will provide supervision for all Emergency and Transitional Housing Case Managers. Housing Services Manager will work closely with the Director on the development and accomplishment of goals for the Case Management program at PEC. This position assesses changing program needs and offers best practices, policies and ways to improve the quality of case management and EH/TH programming.

Essential Duties and Responsibilities:

Leadership, Supervision, Crisis Intervention and Stabilization

- Serve as member of the management team for EH and TH, collaborates and maintains thorough, open and clear communication
- Maintains excellent communication with Director, all staff and residents.
- Provides and maintains regularly scheduled, trauma informed supervision with case managers.
- Provides staff development needs to case managers whether directly or via external resources.
- Provides trauma informed social service delivery across case management and EH/TH services.
- Ensures PEC social service delivery is in compliance with the Office of Homeless Services (OHS) case management standards and all required contracts.
- Intervenes in crisis situations to support staff and alleviate stressors.
- Facilitates regularly scheduled social service meetings with a trauma informed.
- Identifies and assesses areas for improved service quality as well as gaps in service provision.
- Maintains availability for on-call needs of EH/TH.
- Facilitates weekly case reviews with case management and program staff to review progress of all residents.
- Coordinates and facilitates all MDT meetings.
- Mentors case managers to maintain integrity and vision of PEC's case management philosophy.

Data and Contract Compliance:

- Monitors process for all client data which is to include, but not limited to: data entry into PEC's internal database CARES, while confirming accuracy of all data entered: ensure all data obtained meets contractual (HUD, OHS and DHS) requirements and oversee completion of bi-monthly activities which include intake and service plan updates.
- Monitors weekly case notes for Emergency, Transitional and Department of Human Services (DHS) teen residents.
- Manages client savings compliance as per OHS contract.

- Conducts monthly random file review of Emergency and Transitional Housing and DHS teens to ensure completeness of data entry: Findings are summarized detailing improvement areas.

Administrative:

- Adheres to OHS, Philadelphia Housing Authority (PHA), Housing and Urban Development (HUD) and PEC's social services delivery model while ensuring the needs of all residents living in PEC's Housing Continuum are being met.
- Ensures that all government or contract-mandated trainings are provided for staff and that participation is maximized.

Competencies:

- Trauma Informed skills
- Conflict management skills
- Clear and detailed oral and written communication skills
- Organizing and planning ability
- Performance management skill
- Results orientation and ability to see the bigger picture when program planning
- Team skills and collaborative approach

Required Education and Experience:

- Master's degree in social work or related field.
- Minimum of three years 'experience in social services delivery.
- Experience providing trauma informed services.

Preferred Education and Experience:

- Master's degree in social work.
- Minimum of three years' supervision experience in social services delivery/case management with children and families.
- Experience working with the homeless service providers is preferred.
- Experience providing trauma informed services

Additional Eligibility Qualifications:

Knowledge of the complexity of poverty and women's homelessness, mental illness, trauma, substance abuse and the impact on individual and community health

Work Environment:

This job operates in an office environment. This role routinely uses standard office equipment such as computers, phones, photocopies, filing cabinets and fax machines.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, talk and hear. The employee is occasionally required to walk, use hands and fingers to feel, handle, or operate objects or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 30 pounds.

Other Duties:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Send resumes to resumeeth@pec-cares.org