



Monarch Services is seeking a Housing Manager

Based in the Santa Cruz office

At-will, Exempt, Full-Time

\$65,000+ dependent on experience

WHY JOIN US

We are activists, advocates, feminists, leaders, empower-ers striving to create a world free from violence and abuse.

We are committed to serving as leaders for social change for the benefit of the community through advocacy, shaping policy and collaborating with community partners.

Now, imagine yourself working for a social justice organization that helps transform lives and communities...

THE OPPORTUNITY

Under the supervision of the Associate Director the *Housing Manager* is responsible for Managing and monitoring a holistic housing program for individuals and families that have experienced domestic violence.

The position involves orienting all eligible participants to the program and providing housing search and supportive services to promote participants self-sufficiency, integration into the community, and permanency in housing; performing administrative tasks involved in the review and maintenance of a caseload of program participants. The principal duties are performed both in a general office environment and in the field and community where program participants reside.

WHO YOU ARE

- You have a Bachelor's Degree in human services preferred or equivalent work experience and two years housing management experience.
- You have knowledge and belief in "Housing First" philosophy and strategies.
- You have Knowledge or understanding of tenant's rights and responsibilities as well as "strengths based" case management.
- You have concentrated record keeping, budgeting, and mathematical skills; ability to produce required reports to federal, state, and local government agencies and funding sources.
- You have knowledge of community resources, social service agencies, and landlords

SKILLS

- Fluency in English and Spanish is required.
- Excellent communication skills, particularly listening, mediation, and writing skills.
- Possess strong organizational skills with ability to meet a demanding workload.
- Detail oriented to complete requirements of files and contract compliance.

- Creative thinker/adaptive personality.
- Sensitivity to cultural and socioeconomic characteristics of population served.
- A commitment to empowering others to solve their own problems
- The ability to establish and set appropriate limits with persons served to help them gain skills and confidence.
- The ability to work collaboratively with other personnel and/or service providers or professionals.
- The capacity to maintain a role to empower clients and to intervene appropriately to meet service goals.

WHAT YOU'LL DO

- You will assess housing barriers of individuals and families experiencing homelessness to determine housing and service needs.
- You will develop a housing procurement, financial, and self-sufficiency case management plan with clients. This shall include intake interview to determine client's needs, goals, and eligibility.
- You will provide mediation and advocacy with landlords on the client's behalf to develop a workable plan to obtain and or maintain housing.
- You will assist participants in locating and securing housing of their choice.
- You will create and maintain consistent communication channels, both verbal and written, between several parties (i.e. tenant, landlord, referral source, collaborating agencies, debtors and creditors).
- You will serve as an ongoing liaison between property managers and participants as well as between participants and neighbors.
- You will provide information and referral assistance regarding available support from appropriate social service agencies and/or community programs.
- You will assist in development of and encourage adherence to a personal budget through pro-active housing and budget counseling sessions; provide budget counseling and education to assist clients in establishing payments plans for bills and past debts and to assist clients in obtaining and maintaining their housing.
- You will assist participants in development of a strength-based/solution-focused individualized goal and action plan that promotes permanent housing and self-sufficiency; develop an effective, timely referral network in order to ensure ongoing direction and support as needed.
- You will identify participant strengths and barriers to stability and assist participants to reducing barriers and linking to resources and services.
- You will provide pro-active follow-up home visits to ensure stability and further progress towards self-sufficiency; this includes support, advocacy, reducing isolation, listening, problem solving, and identification of resources to assist with reintegration of participants in the community.
- You will apply knowledge of residential lease contracts to educate clients of their rights and responsibilities.
- You will maintain accurate daily logs records, monthly outcome reports, and files for each client.
- You will collect and report program data.

BENEFITS & PERKS

Keeping you healthy

We take a holistic approach to wellness physical, emotional, and financial. Our comprehensive benefits package includes:

- Up to 100% agency paid medical, dental, vision, and life
- 403B retirement benefit with up to 4% employer match
- Flexible Spending Account and Dependent Care Plan available

Balancing your Life

Work-life balance is an essential aspect of selfcare. That's why we provide generous time off policies for everything life throws your way. Whether it's a new baby, a family, or a nasty cold, we've got you covered.

- 13 Holidays and Paid Time Off benefits for regular employees.
- 5 Friday office closures during spring and summer months.
- Winter office closure
- Self-care retreats.

How we collaborate

We cultivate comradery between all Monarch staff and programs supported by a range of fun activities that bring us together.

- Agency Engagement Committee
- Diversity Equity Inclusion Committee

THE FINE PRINT

While performing the duties of this job, the employee is regularly required to walk; sit; drive; use hands to finger, handle, or feel; and talk or hear. The employee must occasionally lift and/or move up to 25 pounds.

Maintain physical and mental composure while dealing with emergencies, crisis situations and deadlines.

How to apply:

**Submit your resume and cover letter packet
clearly outlining your related experience to this position
via e-mail (MS Word or PDF formats only) to brianal@monarchsc.org**

**Applications will be accepted by January 4th, 2019.
Interviews will be taken place on the week of Jan 14th**

MONARCH SERVICES IS AN EQUAL OPPORTUNITY EMPLOYER.

**WE VALUE AND WELCOME DIVERSITY OF ETHNIC, CULTURAL, RELIGIOUS, SOCIO-ECONOMIC, POLITICAL
BACKGROUNDS, SEXUAL ORIENTATION/IDENTIFICATION AND ABILITIES.**

We take pride in being a family friendly workplace.