



MID-PENINSULA HOUSING JOB DESCRIPTION

Job Title: SERVICES MANAGER
Department: MID-PENINSULA HOUSING SERVICES CORPORATION (MPHSC)
Reports To: DISTRICT SERVICES MANAGER
FLSA Status: EXEMPT

SUMMARY

Under the supervision of the District Services Manager, the Services Manager will develop and lead a team that consists of MPHSC staff at specified properties, will ensure that MPHSC staff is working as a team with Property Management staff, will identify and obtain additional resources, will develop partnerships and ensure exemplary services are implemented. The Services Manager will design services based on the needs of the residents and other circumstances at each property, will oversee the implementation of services at assigned properties, and will provide specialized direct services to residents. The position requires a person who is knowledgeable in program development, management and evaluation; has leadership, team building, and supervisory skills; and experience in developing partnerships and obtaining resources.

Supervision Responsibilities

The Services Manager supervises the Program Coordinators and volunteers who are assigned to the Services Manager's assigned properties. The Services Manager must perform supervisory responsibilities in accordance with the organization's policies and applicable laws.

Working Relationships

Internal:

- Work collaboratively with all MPHSC, Mid-Peninsula Housing Management Corporation (MPHMC) and Mid-Peninsula Housing Corporation (MPHC) staff
- Work closely with District Services Manager and fellow MPHSC team members
- Communicate regularly with appropriate Property Management staff working at Services Manager's assigned properties
- Lead and support MPHSC staff in maximizing resources and services provided at assigned properties

External:

- Cultivate strong relationships and partnerships with leaders of community-based organizations, government agencies, and collaborative groups that address the needs of the populations at assigned properties
- Meet regularly with representatives of organizations that provide services at assigned properties
- Participate as a MPHSC representative in relevant local, regional, state and/or national organizations as assigned

Essential Job Functions

- Conduct needs assessment of the residents and community and develop property services' goals and plans for assigned properties
- Develop, implement, manage and evaluate the effectiveness of services
- Develop and support exemplary services that include clear standards and guidelines and ensure appropriate implementation of services
- Establish and provide on-going support to sustain resident community associations and ensure other community building activities are implemented
- Research, identify, and obtain the most appropriate resources and relevant service providers to meet residents' needs
- Develop, maintain, and evaluate partnerships with external organizations
- Assist in and/or provide crisis intervention and follow-up (including but not limited to child and elderly abuse reporting); appropriately implement mandated reporting policies and procedures
- Provide short term care support and coordination for residents; provide internal and external service referrals
- Participate in the hiring process of MPHSC staff (including but not limited to recruitment and selection)
- Delegate appropriate responsibilities to staff and volunteers
- Develop and regularly provide staff development and supervision to staff and volunteers
- Lead, support, and build staff teams and regularly conduct staff evaluations
- Regularly visit and conduct evaluations of services delivered at assigned properties, provide follow up support and feedback to MPHSC staff assigned to those properties

- Ensure historical information related to Services is maintained in written form at every property
- Appropriately develop and manage MPHSC budgets at assigned properties
- Monitor and manage all assigned internal and external contracts and memorandum of understandings and ensure compliance with all funding requirements
- Complete and manage all reports and timelines accurately and appropriately
- Maintain accurate records and files (including but not limited to entering data and tracking all resident contacts)
- Promote MPHSC services internally and externally, represent MPHSC with community groups and other partner organizations, participate in MPHSC and outside support networks
- Ensure District Services Manager is regularly apprised of activities and problems in a timely manner
- Actively participate and support working with others as a team
- Implement and support all MPHSC and MPHSC policies and procedures appropriately and accurately
- Perform other duties as assigned

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience Required

- A Bachelor's degree (in a social services field preferred) or equivalent experience; and Master's degree preferred
- At least two years experience working with community, government and/or non-profit programs and projects
- Experience in program development, management and evaluation, and developing community collaboratives and partnerships
- At least two years of management/supervision experience
- At least one year working effectively with people of diverse backgrounds and working with families and individuals in crisis situations
- Extensive knowledge and experience working with similar populations at assigned properties and surrounding communities
- Willing to learn, committed to improving, stay abreast of exemplary practices in the field of Services

Communication Skills Required

- Strong written, oral, and interpersonal skills including public speaking
- Strong political and impersonal judgment
- Good analytical and budgeting skills

Reasoning Ability Required

- Strong judgment, discretion, and problem solving skills

Computer Skills Required

- Demonstrated computer skills, proficient in using excel, word processing software, and other needed software

Other Qualifications or Requirements

- Own reliable transportation, possess a valid California driver's license, and have a good driving record
- Satisfactorily pass background check and fingerprint clearance
- Commitment to the Mission and Vision of MPHSC and MPHSC

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing 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 required to work in an office environment, and the noise level is usually quiet to moderate.