

Tompkins Community Action

an active community can produce powerful change

JOB TITLE: Housing Compliance Manager

STATUS: Exempt

DEPARTMENT: Supportive Housing Services

SUPERVISOR: Supportive Housing Director

Job Summary:

The Housing Compliance Manager provides operational oversight and program delivery support for Supportive Housing Programs. *Supportive Housing is affordable housing with onsite services that help formerly homeless, disabled residents live in dignity in the community.* Responsibilities include program compliance enforcement; ensuring compliance with resident leases, program agreements, and local, state and federal housing regulations, reporting, staff training and supervision of Housing Resident Assistant staff.

Job Responsibilities:

Planning & Implementation: (40%)

- Enforce lease and program violations, as appropriate, in coordination with the Housing Program Manager following program procedures.
- Monitor rent collection activities, track rent payments and issue non-payment notices in accordance with NYS rental law.
- Review incident reports with Supportive Housing Leadership Team and identify ways to limit risk to staff and residents, identify staff or resident training opportunities and develop response plans appropriate for the incident.
- Evaluate patterns of resident lease non-compliance to determine when legal action to end lease is necessary in coordination with Supportive Housing Manager and Supportive Housing Director.
- Conduct property management activities to prepare leases and units for new resident move ins, coordinate security deposit inspections, security deposit claims, and coordinate turn over activities with facility staff.

Monitoring & Reporting: (20%)

- Provide emergency support coverage for housing sites; may include evening and week-end hours providing on-site assistance as situations dictate.
- Conduct review of monthly Health & Safety Inspection reports for each site and create maintenance plans and/or resident trainings to address common issues.

- Conduct monthly monitoring at each Supportive Housing site to ensure proper building maintenance; includes review of daily staff monitoring reports.
- Coordinates major repairs with Facility Director and ensures maintenance plans are implemented.
- Provide initial and annual staff training on the lease, program agreement and fair housing regulations.
- Compiles and submits monthly reports to Director as defined and directed.

Supervision & Staff Development: (20%)

- Hires, evaluates, trains and mentors Housing Resident Assistants using a trauma informed care perspective.
- Meets regularly with staff; defining priorities and work scopes, providing guidance and resources to meet work expectations and program goals.
- Identify and support training opportunities for staff skill development.
- Responsible for staff orientation, new hire evaluations at 30, 60, 90 days after hire and annual performance evaluations; developing annual Professional Development Plans for staff.
- Periodic review of job descriptions; recommending changes to Department Director
- Review and consolidate monthly reports collected from staff to assist with quarterly report submissions.

Networking & Program Development: (10%)

- Participate in ongoing program assessment, development of annual program goals and provide input for program budget development.
- Prepare program reports as requested.

Other: (10%)

- Input and utilization of agency wide intake tracking system
- Attend staff, department and agency meetings
- Participate in trainings and conferences, as requested
- Other duties and responsibilities as assigned; may include nights and weekends

Required Knowledge, Skills, and Abilities:

- Promote agency mission and adhere to policies, procedures and guidelines as defined by TCAction and program funders.
- Ability to work with diverse groups and individuals
- Ability to understand and interpret federal, state, and local regulations.
- Excellent oral, interpersonal and written communications skills
- Ability to work in public relations, networking and collaborative capacities
- Knowledge of computer functions, competence using Microsoft Office Suite and related programs
- Experience in data collection, program outcome reporting and regulatory compliance
- Provide program support during non-traditional hours; may include nights and weekends
- Frequent sitting, working at computer keyboard and desk, regular standing to file, perform other office functions, occasional bending, stooping and lifting up to 25 lbs.
- Bi-Annual satisfactory physical including TB test (Mantoux or Chest X-ray)

Minimum Qualifications:

- Bachelors Degree in Human Services or related field.
- Two (2) years experience in principles of social work, crisis intervention and/or housing related experience.
- Direct supervisory / management experience required.
- Prior experience working with people experiencing homelessness and familiarity with barriers to housing stability preferred.
- Meet TCAction criteria for satisfactory driver's license in order to access agency owned vehicles and access to personal transportation for work related activities.

Print Name: _____ **Signature:** _____ **Date:** _____