



## Stabilization Manager

### **Mission Statement:**

*Father Bill's & MainSpring is committed to ending and preventing homelessness in Southern Massachusetts with programs that provide emergency and permanent housing and help people obtain skills, jobs, housing, and services. We help people who are struggling with homelessness or are at risk of homelessness to achieve self-sufficiency.*

Father Bill's & MainSpring is a growing and dynamic social service agency with particular expertise in emergency and permanent housing, job training and placement, and prevention services for individuals and families in need. Over the next five years, our strategic focus includes an increase in affordable, permanent supportive housing, a more efficient model of care for families experiencing homelessness, commitment to an enhanced delivery model to reduce the need for shelter, and improved community relations in order to achieve these goals. Our staff are thoughtful and caring individuals who share our passion for these ideals and creative approaches to helping people improve their lives.

We offer a generous benefits package and a comprehensive orientation and training program, as well as ample opportunities for advancement for qualified individuals who show a commitment to our Mission.

### **Position Summary:**

Provide day-to-day oversight of the permanent supportive housing and stabilization programs, including supervision and support of the community based case management team. FBMS owns and/or administers permanent housing in addition to providing services to families receiving Massachusetts's temporary rental assistance program (HomeBase). This position will support the regionally-based teams providing case management and stabilization services to participants in these programs. FBMS has an excellent reputation and strong relationships with many public funders and nonprofit partners. It also has a long standing commitment to program and strategic planning, and to evaluation of its performance outcomes and trends. This individual will continue to strengthen, develop, and expand the work. Full-time position reports to the Regional Director and directly supervises the Community-Based Permanent Supportive Housing and/or Stabilization Case Management staff. Bachelor's Degree preferred with 1-3 years of supervisory experience required. 2-5 years experience in organizations serving homeless, low-income and/or other vulnerable populations preferred.

### **Essential Responsibilities:**

- Coordinate and oversee the Regional Housing Program under the direction of the Regional Director, primarily funded by the Department of Housing and Urban Development and State Department of Housing and Community Development, ensuring a Housing 1<sup>st</sup> and harm reduction service philosophy that is aligned with agency mission.
- Build and maintain relationships with partners to support local efforts to end homelessness. Coordinate with stakeholders on a regular basis, resolving disputes or areas of concern.
- Support the identification and resolution of any systemic or programmatic challenges, maintaining a service focus on access to and sustaining stable housing.

- Ensure collaboration and integration with relevant regional counterparts (Emergency Shelter and other Housing teams) and cross-regional coordination of housing access and placement.
- Participate in individuals' and/or families team meetings for service planning. Respond to emergency situations as needed. May include evening, weekend and holiday hours if circumstances warrant.
- Ensure that files are up to date and in compliance with all relevant State and Federal contracts and subcontracts; conduct file reviews, obtain reports from staff as needed, and monitor data quality in the HMIS system in collaboration with the Data team. Prepare monthly progress reports as needed to ensure programs are meeting goals and objectives. Serve as funder liaison, responding to requests and concerns promptly.
- Collect and maintain data-based statistical information; Maintain accurate case records and submit written service outcome reports as needed. Monitor data quality & reporting and participant program files for accuracy and completeness.
- Related to administration of permanent rental assistance vouchers, monitor utilization of subsidies in the region to ensure full occupancy.
- Facilitate the coordination of staff meetings and participate in departmental meeting planning which provide opportunities for peer support, training, and open communication for agency strategizing best practices.
- Provide regular individual and group supervision and support to case management team and volunteer staff, providing opportunities for case planning, professional development and feedback on performance.
- Hire, supervise and train team members. Communicate any program or performance concerns to the appropriate channels.
- Highly organized with strong attention to detail and ability to meet deadlines.
- Comfortable and skilled in working with budgets and data, experience with HMIS, HUD reporting (Annual Performance Reviews) preferred.
- Strong analytical, critical thinking, problem-solving and planning skills a must.

#### Skills & Competencies:

- Empathy: An understanding and empathy for those dealing with homelessness and related issues.
- Professionalism: Maintains the highest level of professionalism in the delivery of services, building of relationships, collaboration with co-workers, and representation of Father Bill's & MainSpring within the organization and the community.
- Communication: Speaks appropriately in positive and/or negative conversations with supervisors, co-workers, volunteers, donors and constituents; Articulates the goals of Father Bill's & MainSpring.
- Record-Keeping: Routine clerical or record-keeping incidental to the essential responsibilities of the job (including, but not limited to, data entry and case file updates).
- Job Knowledge: Possesses the practical and technical knowledge required on the job.
- Attendance: Acceptable overall attendance record, consistently at work and on time.
- Reliability: Relied upon regarding task completion and follow-up. Follows instructions, responds to management direction and solicits feedback to improve performance.

- Initiative: Seeks out new assignments and is willing to be flexible with additional duties.
- Adherence to Policy: Follows safety and workplace expectations, regulations and processes as defined in the Employee Handbook.
- Work Ethic: Demonstrates a commitment to the Mission and adheres to the Operating Principles of Father Bill's & MainSpring and works as part of a team toward a common goal.

Other:

- Safety & Security: Actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.
- Travel: Local travel may be required. Valid driver's license and good driving record required.
- Physical Demands: *The demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations under the Americans with Disabilities Act (ADA) may be made to enable individuals with disabilities to perform the essential functions.*
  - Must be able to verbally convey detailed information or important instructions or ideas accurately or quickly. Must be able to hear average or normal conversations and receive ordinary information. Average visual acuity is necessary.

This job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities required of the employee. Other duties as assigned may be part of the job.

Father Bill's & MainSpring is an equal opportunity employer.