

Job Description Title:	West Run Housing Manager	Primary Supervisor(s):	Chief Programs Officer
Department/Group:	Direct Service	Secondary Supervisor(s):	Executive Team
Location:	West Run Housing Facility	Travel Required:	Some travel
FLSA Classification:	Exempt	Position Status (FT, PT, etc.):	FT
General Workday/Week:	M-F, 8-4, on-call as needed	Physical Demands:	Moderate
Education and Experience:	Bachelor's degree in Business Administration, Social Services, or related field; or equivalent work experience.	Performance Expectations:	See below

Mission Statement:

Our programs employ the best practices in the industry and we employ them with the highest level of excellence that we know how. We seek constant improvement; improvement requires change. Therefore, change is the normal way of life in how we serve our clients and do business.

Values:

At the West Virginia Coalition to End Homelessness, we believe in what we do. People matter. People don't have roofs over their heads. People don't have doors that lock. We don't think that's the way things should be, and we are doing our best to stop it. Everyone at WVCEH has a part to play in ensuring people who are experiencing homelessness are stabilized in housing quickly and permanently.

Position Summary:

The West Run Housing Manager will oversee all aspects of the housing operations, ensuring that residents receive appropriate services and that the facility functions smoothly in line with the organization's mission to provide stable housing for individuals experiencing homelessness. This individual will manage resident intake, support services, and housing logistics, while maintaining a safe and supportive living environment for all residents.

Primary Responsibilities/Essential Job Duties:

- Manage day-to-day housing operations, ensuring efficient service delivery and compliance with housing policies.
- Oversee the intake process for new residents, including eligibility screening, placement, and orientation.
- Manage and collaborate with case management staff to ensure that residents have access to necessary support services and resources.
- Monitor housing units to ensure they are clean, safe, and properly maintained in coordination with the Facilities Manager.
- Address resident concerns or conflicts and mediate disputes as necessary to maintain a positive living environment.
- Implement and maintain housing policies and procedures, ensuring compliance with local regulations and organizational standards.
- Maintain accurate records and documentation related to resident services and housing operations.

- Support the overall mission of the facility by working closely with staff to ensure a stable and secure living environment for residents.
- Participate in on-call rotation to respond to housing-related emergencies or issues after hours.

PHYSICAL / ENVIRONMENTAL DEMANDS: *The table below shows how much on-the-job time is spent on the following physical activities:*

ACTIVITY:	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing				x
Walking				x
Sitting		X		
Using hands to finger, handle or feel				x
Reaching with hands and arms				x
Climbing or balancing			X	
Stooping, kneeling, crouching, or crawling			X	
Talking or hearing				x
Tasting or smelling	x			
Other: Please describe.				

This position is described as **moderate physical activity** performing daily activities of a face-to-face nature in the West Run facility in Morgantown. The noise level is moderate, as typical of a setting with computers, printers and phone conversation. Travel is required.

Equipment Used: Photocopiers, scanners, desktop computer, phone systems and personal vehicle.

Materials Used: Office supplies, (e.g., bond paper, correction fluid, makers and toner)

Noise: Moderate noise.

REQUIRED CERTIFICATIONS/EXPERIENCE

- Bachelor's degree in Business Administration, Social Services, or related field; or equivalent work experience.
- Minimum of 3-5 years of experience in operations management or facility management, preferably in a social services or housing-related setting.
- Strong leadership and organizational skills with experience managing diverse teams.
- Knowledge of CoC RRH/TH and PSH programs is preferred.
- Excellent communication and problem-solving skills.
- Ability to work independently and manage time effectively.
- Strong communication and interpersonal skills.
- Commitment to maintaining a safe, clean, and welcoming environment for all residents and staff.
- Valid driver's license and ability to pass a background check.

Benefits

- Benefits include health, dental, vision, PTO (4 weeks accrued over the first year), Holidays (12 per year), and 401K.

Salary

- Up to \$50,000/year, and will be based on qualifications and experience. There will be minimal room for salary negotiations as this is a grant-funded position.

Work Activities

- Communicating with Supervisors, Peers, or Subordinates — Providing information to supervisors, coworkers, and subordinates by telephone, in written form, e-mail, or in person.
- Establishing and Maintaining Interpersonal Relationships — Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Making Decisions and Solving Problems — Analyzing information and evaluating results to choose the best solution and solve problems.
- Documenting/Recording Information — Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Communicating with People Outside the Organization — Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

Competencies

To perform the job successfully, an individual should be competent in the work styles, knowledge, skills and abilities listed below.

- A knowledge of the homeless population systems and programs
- Ability to work independently in the field and as part of a team in various settings as necessary
- Ability to build relationships with landlords and clients
- Ability to demonstrate creative and solution-focused problem-solving skills
- Experience with Homeless Management Information System (HMIS)

Problem-Solving & Decision-Making

- **Troubleshooting Skills:** Ability to diagnose and resolve issues quickly and efficiently, minimizing disruptions to the facility's operations.
- **Prioritization:** Capacity to prioritize tasks based on urgency and impact, ensuring critical issues are addressed promptly.
- **Resourcefulness:** Ability to find effective solutions and use resources creatively, especially in a budget-conscious environment.

Work Styles

- Concern for Others — Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.
- Integrity — Job requires being honest and ethical.
- Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- Initiative — Job requires a willingness to take on responsibilities and challenges.
- Persistence — Job requires persistence in the face of obstacles.

Knowledge

- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

- Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- Psychology — Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Skills

- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Service Orientation — Actively looking for ways to help people.
- Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
- Speaking — Talking to others to convey information effectively.
- Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Abilities

- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
- Speech Clarity — The ability to speak clearly so others can understand you.
- Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.
- Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing that there is a problem.

APPROVAL AND ACKNOWLEDGEMENT

Manager's Name

Title

Manager's Signature

Date

Employee's Name

Title

Employee's Signature

Date

