



# WALDO COMMUNITY ACTION PARTNERS JOB DESCRIPTION

## POSITION SUMMARY

The **Housing Director** is responsible for the support, development, implementation and operations of department services and advancing the community reach of those services. You work in partnership with the Chief Executive Officer (CEO), and other members of the senior management team to lead the corporation, to assure compliance with the mission, goals, and strategic objectives. Your job is to lead WCAP's efforts to address, safe, affordable housing needs in our service region. You oversee and are responsible for all of WCAP's housing related activities, including home repair, weatherization, home ownership education, housing counseling, rental and mortgage assistance and/or other supporting services. The Director will have a key role in the future building development activities of the agency to meet agency and community needs. The Director is responsible for contracts relating to housing services and compliance with applicable standards. You are responsible for the overall management and leadership of the Housing Services programs to ensure that program requirements, regulations and outcomes are met and assures consistent policies and procedures are in place for program operations. This is a supervisory position with the primary duty of overseeing all operations and staff related activities in support of client and community needs. The position supports agency functions by providing consultation, training, and support in the area of expertise.

**Position Title:**  
Housing Director

**Department:**  
Housing Services

**Reports To:**  
President/CEO

**Supervises: Housing Repair and Weatherization staff and Housing Counseling staff.**

**FLSA Status:**  
Exempt

**Salary Range:**  
RM2/L1

**Last Revised/Approved:**  
April 2022

## ESSENTIAL DUTIES AND RESPONSIBILITIES

### Overall Responsibilities

1. Responsible for the overall management and leadership of our Housing programs.
2. Establishes performance objectives for the programs and assures compliance through the development of necessary reporting systems and regular on-going monitoring.
3. Directs programs to ensure contracts are administered in compliance with requirements, regulations and procedures.
4. Responsible for managing programs within established budgets and fiscal guidelines.
5. Participates in program development and implementation, develops partnerships, creates, reviews and interprets policy, regulations and rules.
6. Collects and manages data and submits performance reports for contracts under direct responsibility, as well as reviews and approves all program data and performance reports for contracts under oversight.
7. Participates in new grant opportunities and enhancement of existing programs/services.
8. Responsible for coordinated development of programs budgets, projections and documentation in cooperation with Agency administration and Fiscal procedures.
9. Provides training, consultation services and support for programs and services for EmpowOr implementation and data collection in the department.
10. Assists with planning, coordination, development and maintenance of facilities as assigned.

### **Internal coordination and collaboration**

1. Responsible for assigned interagency projects that offer coordinated services for the benefit of residents with low incomes.
2. Collaborates with other departments on agency-wide initiatives.
3. Initiates and develops funding for new programs in conjunction with the CEO and leadership team which meet the demonstrated needs of the community and clients.
4. Facilitates and Coordinates the implementation of EmpowOr for the Organization.

### **Program Administration and Services**

1. Develop solutions for WCAP to respond to identified Housing needs independently or with local partners
2. Identifies resources necessary to implement the solutions.
3. Works with HUD, Maine Housing, the Department of Economic and Community Development and other program sponsors to implement/operate housing related programs in our region.
4. Oversees and Supports Housing Program staff.
5. Manages Program Resources to meet client and community needs.
6. Comply with applicable laws, rules, regulations and grant/contract terms
7. Ensure proper documentation of all transactions, client eligibility, etc. as required by internal policies and procedures or external terms and conditions of funding requirements.
8. Maintain/develop positive public relations in community and with funding sources.
9. Participate in internal and external meetings which will advance WCAP's standing in the affordable housing arena.
10. Respond to client complaints/concerns

### **Contract Management and Administration**

1. Prepares and submits program reports as required by all funding sources.
2. Prepares and negotiates program budgets, work plans, contracts, proposals and narratives.
3. Maintains requirements of all Housing Program contracts.
4. Submits contract reports and other required materials as required.
5. Attends and participates in Housing Council meetings.

### **Administration**

1. Attends Board meetings as requested by the CEO and any assigned Board Committee meetings.
2. Attends and participates in Leadership Team meetings.
3. Supports regular team departmental meetings.
4. Coordinates and participates on interdepartmental meetings as assigned by the CEO.

### **Community Engagement and Outreach**

1. Supports departmental programs by conducting community outreach efforts at community events and with local partners throughout the year to identify Housing needs and resources.
2. Acts as a key liaison with other community organizations, municipalities and committees to promote the agency and services.
3. Assists the CEO in establishment and maintenance of positive relations with community and civic leaders, and key personnel at grantor agencies.

### **Personnel Management**

1. Manages personnel actions, hiring, supervising, and evaluation of department staff.
2. Manages personnel in accordance with applicable laws, rules, regulations and WCAP policies, protocols, practices and procedures.
3. Provides for individual and team meeting to address program and staff needs.
4. Oversees appropriate training and/or professional staff development for direct reports.
5. Designs and implements agency staff training and technical assistance as needed.

## **Fiscal Management**

1. Operates all assigned activities within the Board approved budgetary constraints.
2. Follows Agency financial policies, practices and procedures.
3. Develops operating and capital budgets based on Agency requirements in collaboration with the CFO.
4. Monitors monthly expenditures, analyzes variation from projections and initiates corrective actions as indicated and appropriate; reports analysis and actions to the CFO.
5. Communicates budget information to staff and engages them in containing costs and eliminating waste.
6. Maintains an inventory of all program equipment.

## **Professional Development:**

1. Keeps current with Federal, State and Local regulations governing all aspects relevant to this position.
2. Participates in required trainings, meetings and professional development activities.

## **Leadership & Teamwork**

1. Collaborates with all partner agencies to assure effective communication processes across agencies.
2. Adheres to the policies in the use of computer technology and all tele-communication devices.

## **Safety and Wellness**

1. Actively promotes safety and accident prevention within the workplace.
2. Reports any unsafe conditions, incidents and/or accidents immediately.

## **Non-Essential Duties and Responsibilities:**

1. Performs additional duties as assigned to assure corporate success.

## **GENERAL EXPECTATIONS**

- Be committed to the Agency's Mission, Vision and Values.
- Maintain adequate knowledge of all WCAP programs in order to make referrals to other programs beneficial to the client, his/her family or friends.
- Maintain professional boundaries with all current, past, and prospective clients.
- Maintain confidentiality of clients, staff, and internal business information.
- Present professional and positive image as a representative of WCAP.
- Follow established policies and procedures and comply with all safety requirements.
- Communicate proactively with the supervisor regarding work flow, problems, suggestions, etc.
- Seek out and attend relevant professional development conferences, seminars, workshops, and other activities related to all aspects of this position. Participate in all Pre-Service and In-Service training and professional development activities as required by the position. Participate in other local and state level meetings related to all aspects of this position.
- Attend team and staff meetings as scheduled.
- Contribute to a positive, team-oriented work environment.
- Be punctual for scheduled work and use time appropriately.
- Perform required amount of work in a timely fashion with a minimum of errors. Meet deadlines.

## **PHYSICAL REQUIREMENTS**

*The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform 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 frequently required to use hands to finger, handle or feel; sit and talk or hear, including on the telephone; and occasionally required to stand, walk, reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl, and climb ladders, in order to inspect all areas of building systems, such as attics, cellars, and crawl spaces. The employee must occasionally

lift and move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and ability to adjust focus.

## **WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Work is performed in both office settings and community settings including a variety of home settings. Occasionally encounters unsanitary conditions in community settings including client homes. Noise level ranges from quiet to moderate. Assigned work may require travel within the local or neighboring communities. This position is a full-time salaried position that typically works normal daytime schedule. However, evening and weekend time may be required to meet program and/or organizational needs.

## **QUALIFICATIONS NEEDED FOR POSITION**

### **General Requirements:**

- Ability to meet WCAP background clearance requirements.
- Must have adequate transportation, a valid driver's license and meet and maintain WCAP's insurance requirements

### **Experience and Skill Requirements:**

The following experience and skills are considered essential:

- At least five years of training and experience in the building trades, Community Development, or Social Services related to housing or other demonstrably relevant work experience with increasing responsibility. 7 years preferred.
- Three years of successful supervisory experience and responsibility.
- Experience in housing development and or construction management, including basic knowledge of project cost control and record keeping preferred.
- Experience in management, administration of human service programs, housing development, program and budget development, and financial management.
- Knowledge of and ability to interpret and implement State and Federal regulations.
- Must have excellent oral and written communication skills including the ability to communicate effectively with clients and community partners.
- Must have the ability to work and communicate effectively with all levels of staff, funding sources and the public at large.
- Experience in nonprofit management
- Excellent organizational/time management skills.
- Abilities to conceptualize, propose, and implement new programming.
- Performance and results-oriented with ability to understand the broad picture and an analytical approach to problem solving.
- Ability to set priorities and manage multiple and diverse projects simultaneously.
- Demonstrated leadership, team building and human relations skills.
- Demonstrated ability to work with computers and related software including word processing, spreadsheet applications required. Experience with database applications preferred.
- Grant writing experience preferred.
- Exceptional decision making and problem resolution skills.
- Self-motivated and able to work with minimum supervision.
- Ability to comprehend and interpret rules, regulations and procedures.
- Proficient in the use of Microsoft Word, Excel and Outlook, and other specialized software specific to the position.

**Education Requirements:**

The following education requirements are considered essential:

- Bachelor's Degree in Business, Construction, Social Services, or Community and Economic Development or the equivalent in related work experience and education required.

*\*\* All requirements and skills are considered to be essential, unless otherwise indicated*

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*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

*The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

I have read and understand the above description, and I am confident that I will be able to meet the requirements of this job.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date