



WALDO COMMUNITY ACTION PARTNERS JOB DESCRIPTION

POSITION SUMMARY

The **Housing Services Supervisor** assists with the day-to-day office operations of Housing Services programs. The supervisor ensures efficient and effective program operations according to program and agency standards. Supports, monitors, and participates in coordinating work for Housing programs including performing home energy audits and inspections for the housing programs as needed. Provides for field support for other Housing Department programs and conducts work including of applications and certifications to ensure proper workflow. This position serves as the primary support person for housing programs and coordinates with vendors and funders. Provides program orientation to new hires and ensures services delivered meet program requirements. Ensures the program provides positive customer services and efficient and effective access to program resources.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Program Administration

1. Provides oversight and direction for the Housing Services team to maximize reach of program services.
2. Ensures programs operate within established budgets and fiscal guidelines.
3. Follows Agency financial policies, practices and procedures.
4. Ensures services comply with applicable laws, rules, regulations and grant/contract terms
5. Reviews daily and monthly workflow and reports, managing program work volume, ensuring effective measures are in place and workflow meets needs.
6. Responds to client complaints/concerns.
7. Maintains an inventory of all program equipment.
8. Ensure proper documentation of all transactions, client eligibility, etc. as required by internal policies and procedures or external terms and conditions of funding requirements.
9. Ensures efficient processes for program delivery, including pre-screening and scheduling, managing application and waitlists for services and collecting required documentation and paperwork for work and billing.
10. Assumes shared responsibility of all aspects of the Housing Services programs, including answering telephone and managing access to services and resources.
11. Coordinates applications for services according to regulations and established processes.
12. Collects clear, concise and complete documentation, ensuring that each application meets the required documentation standards according to established rules, regulations and procedures set forth by the Federal and State entities.
13. Ensures positive communication with clients, vendors, agency and program staff.
14. Makes determinations for appropriate application and forms based on household information.
15. Maintains working knowledge of all housing services, forms, and guidelines required to make appropriate decisions for each household ensuring successful access to eligible resources.
16. Maintains client records/files in accordance with program requirements.
17. Supports and maintains appropriate vendors to secure services.
18. Prepares required program reports to meet requirements as requested.

Position Title:

Housing Services Supervisor

Department:

Housing

Reports To:

President/CEO

Supervises:

Assigned Housing Services Staff

FLSA Status:

Non-Exempt

Salary Range:

RH1/L3

Last Revised/Approved:

April 2022

19. Provides accurate and timely reporting as needed and assigned.
20. Assists with program budgets, work plans, contracts, proposals and narratives as requested.
21. Completes data entry into multiple electronic formats and paper files, creates and updates documents as required, and performs general clerical duties to ensure program paperwork is complete and accurate.
17. Manages daily workflow to maximize staffing to meet program need.
18. Completes Purchase Orders for program(s) as authorized.
19. Provides Supportive Coaching for clients when needed.
20. Makes appropriate referrals and coordinates with other social service programs to support client need.

Personnel Administration

1. Provides direct supervision of assigned Housing Services staff providing individual and group support.
2. Maintains a team approach requiring standards of excellence in customer service.
3. Provides orientation and ongoing training identified for supervised staff.
4. Participates in the hiring process for Housing Services Staff.
5. Cross trains staff to ensure program continuity.
6. Supervises, coaches, disciplines, and manages staff in accordance with WCAP Policies and Procedures.
7. Continually evaluates job performance of staff including annual performance evaluations.
8. Manages work schedule for program staff.
9. Reviews and authorizes time records for supervised staff.

Program Services:

1. Performs energy audits and/or inspections on housing units eligible for Weatherization, including required diagnostic testing to ensure skills and support program operations.
2. Prepares and issues contractor work orders and review order for staff.
3. Supports CHIP, AST and Home Repair Programs activities as needed which coincide with WAP projects.
4. Inputs necessary data into computer system for WAP, CHIP and any other current Housing Program system to ensure continuity of work and data.

General Administration:

1. Practices safe personal work habits and keeps tools/vehicles in safe working order.
2. Completes appropriate paperwork.

Client Services:

1. Maintains a courteous and clear communication with clients. Listens and documents client concerns and follows up with solutions.
2. Conducts client energy conservation education.
3. Makes appropriate referrals as needed.

Professional Development

1. Keeps up to date on state and federal regulations governing all aspects relevant to this position
2. Participates in other local and state level meetings/trainings related to all aspects of this position
3. Participates in any required trainings, meetings and professional development activities.

Leadership and Teamwork

1. Collaborates with all partner agencies to assure effective communication processes across agencies
2. Adheres to policies in the use of computer technology and all telecommunication devices.
3. Attends monthly Housing Council meetings.
4. Assists in policy development and program planning.
5. Facilitates coordination with other programs and Mainehousing to support compliance and to continuously improve coordination and collaboration.

6. Maintains a professional relationship with all external stake holders, contracts, programs and recipients.

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.
2. Performs light housekeeping duties.

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 must use hands to finger, handle or feel; frequently stand, walk, sit and talk or hear, reach with hands and arms, climb or balance, and stoop, kneel, crouch or crawl. Must have the ability to move in confined spaces such as attics and crawl spaces. Regularly required to carry materials or equipment weighing 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 a business office setting, as well as in a variety of home settings, which at times can have poor indoor air quality, be unsanitary and have risks associated with unruly pets. Noise level ranges from quiet to moderate. Assigned work may require travel within the local or neighboring communities. This position is a full-time hourly position that typically works normal daytime schedule. However, evening and week end time may be required to meet program and/or organizational needs. Overtime may also be required to meet program and/or organizational needs and requires prior approval.

QUALIFICATIONS NEEDED FOR POSITION

General Requirements:

- Adequate transportation, a valid driver’s license, and meet WCAP’s insurance requirements.
- Ability to meet WCAP background clearance requirements

Experience and Skill Requirements:

The following experience and skills are considered essential:

- At least three years of prior work experience in housing, building trades or a related field
- Two years supervisory experience.
- Ability to draw scaled floor plans and elevations of dwellings being audited.
- Ability to comprehend and interpret rules, regulations and procedures.
- Good math skills with basic geometry for determining area, perimeter and volume of structures
- Strong written and verbal communication skills.
- Strong time management and organizational skills.
- Self-motivated and able to work with minimum supervision.
- Good working knowledge of Windows, MS Word, MS Excel and MS Outlook.

Education Requirements:

The following education requirements are considered essential:

- High School Diploma or equivalent. Associates or BA in building trades or a related field preferred.
- BPI Energy Auditor certification preferred
- BPI Quality Control Inspector Certification preferred

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

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