



# WALDO COMMUNITY ACTION PARTNERS JOB DESCRIPTION

## POSITION SUMMARY

The **Emergency Rental Assistance Supervisor** assists with the day-to-day office operations of Emergency Rental Assistance program. The supervisor ensures efficient and effective program operations according to program and agency standards. Supports, monitors, and participates in processing of applications and certifications. Reviews and approves or denies applications for Emergency Rental Assistance (ERA) program. 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. Coordinates referrals to other services and programs.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

### Program Administration

1. Provides oversight and direction for the Emergency Rent Relief team to maximize reach of program services.
2. Ensures the program operates 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. Completes program applications to support efficient program operations and meet client need.
8. Maintains an inventory of all program equipment.
9. Ensure proper documentation of all transactions, client eligibility, etc. as required by internal policies and procedures or external terms and conditions of funding requirements.
10. Ensures efficient processes for program delivery, including pre-screening and processing, managing applications and certifications for services and collecting required documentation and paperwork for work and processing payment.
11. Assumes shared responsibility of all aspects of the Rent Relief programs, including answering telephone and managing access to services and resources.
12. Coordinates applications for services according to regulations and established processes.
13. 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.
14. Ensures positive communication with clients, vendors, agency and program staff.
15. Makes determinations for appropriate application and forms based on household information.
16. Maintains working knowledge of all services, forms, and guidelines required to make appropriate decisions for each household ensuring successful access to eligible resources.
17. Maintains client records/files in accordance with program requirements.
18. Supports and maintains appropriate vendors process timely payment.
19. Prepares required program reports to meet requirements as requested.
20. Provides accurate and timely reporting as needed and assigned.

**Position Title:**  
Emergency Rental Assistance Supervisor

**Department:**  
Housing Services

**Reports To:**  
Housing Director

**Supervises:**  
Emergency Rental Assistance Intake/Certifiers

**FLSA Status:**  
Non-Exempt

**Salary Range:**  
RH1/L3

**Last Revised/Approved:**  
November 2021

21. Assists with program budgets, work plans, contracts, proposals and narratives as requested.
22. 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/staff when needed.
20. Makes appropriate referrals and coordinates with other social service programs to support client need.
21. Performs light housekeeping duties.

### **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.

### **Professional Development**

1. Keeps up to date on any appropriate program, 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 Energy/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 promote safety and accident prevention with the workplace.
2. Report any unsafe conditions, incidents and /or accidents immediately.

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

1. Performs additional duties as assigned.

## **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 workflow, 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 required to stand, and sit for prolonged periods of time; walk; use hands to finger, handle, or feel, including operation of a standard computer keyboard; reach with hands and arms and talk, see and hear; bend and reach; lift and carry up to 10 pounds. Specific vision abilities required by the job include close vision, distance vision, and the 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 primarily in a business office and community settings. 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 or Per Diem basis that typically works normal daytime schedule. However, evening and weekend 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:

- Must have adequate transportation, a valid driver's license and meet WCAP's insurance.
- 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 related experience or office management experience required.
- Two years supervisory experience.
- Ability to organize material and follow through with establish systems and processes. Ability to work efficiently and cooperatively as part of a team.
- Ability to plan, organize, prioritize and coordinate multiple tasks and assignments.
- Strong customer services skills.
- Ability to interpret program rules and regulations.
- Strong written, listening and verbal communication skills.
- Strong organizational and time management skills.
- Ability to multi-task in a busy, fast paced office
- Proficient in Microsoft Word, Excel and Outlook.

### Education Requirements:

The following education requirements are considered essential:

- High School Diploma or equivalent required; Associate's degree or higher degree in social services, business or other related field required, preferred.

*\*\* 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