



## Family Promise of Greater Orlando Position Description

**Position:** Housing Manager

**Department:** Social Services

**Reports to:** Executive Director

**FLSA Status:** Exempt, Full Time

**Effective Date:** September 2020

### Position Summary

Family Promise of Greater Orlando is committed to the vision of a future in Central Florida where all families have stable housing and no child experiences homelessness. Our mission is to help homeless families achieve sustainable housing and self-sufficiency as quickly as possible. Family Promise uses a holistic approach to ending homelessness which is focused on three areas of impact: emergency response, housing, and stabilization.

The Housing Manager provides overall management and supervision of the housing programs (Rapid Rehousing and Partners in Housing Programs) at Family Promise of Greater Orlando ensuring seamless team management and development, program delivery, outcomes, quality control and program evaluation. S/he is responsible for maintaining sound financial practices and oversees program budgets, property, and asset management. S/he is responsible for grants administration and the collection, management and analysis of all data related to housing programs. S/he determines occupancy eligibility and manages operations at agency owned properties. The Housing Manager fosters collaborative relationships internally and externally.

### Skills and Abilities

Strong managerial skills; excellent customer service; ability to work with minimal supervision and exercise good judgement; strong verbal and written communication skills; data management, time management and problem solving skills; organizational skills and ability to manage deadlines; ability to handle multiple tasks and manage competing demands; critical thinking, conflict resolution and interpersonal skills; excellent office computing skills.

### Education and Experience

- Master of Social Work or related degree.
- Minimum of three (3) years prior experience in direct service/administration related to housing, shelter, or family services.

### Qualifications and Requirements

- Demonstrated passion for the mission of Family Promise with the ability to promote and communicate Family Promise's philosophy, mission, and values to external and internal stakeholders.
- Knowledge and experience with best practices in case management and housing programs.
- Knowledge and experience in working with HMIS.
- Proficient in MS Office (Word, PowerPoint, Excel) and computer usage to include email, internet, and presentations.

### Certificates, Licenses, Registrations

- Hold a valid driver license in accordance with Family Promise's Motor Vehicle Policy.
- Ability to use one's personal vehicle for daily duties if needed with reimbursement.

### Physical Demands

While performing the duties of this job, the employee is regularly required to communicate in person or by telephone. The employee is frequently required to stand, walk and bend; to use his or her hands to finger, handle or feel objects, tools, or controls; and to reach with his or her hands and arms. The employee must also be able to sit for extended periods of time. The employee must occasionally lift and/or move object weighing up to 40 pounds.

### Work Environment

The employee will work as part of a team as well as interface with clients, agencies, and funders. The employee will spend significant portions of time in an office setting with some field work. The employee will likely encounter and be expected to address challenges with clients' experiences with homelessness, mental health and substance abuse concerns, and other barriers to obtaining decent, affordable housing.

## Conditions of Employment

- Provision of satisfactory references, writing sample and completion of background investigation check.
- Completion of pre-employment drug screening as well as post-employment drug or alcohol tests upon reasonable suspicion of use.
- Demonstrated computer literacy, which may be assessed through pre-employment testing.
- Completion of Family Promise new employee orientation and all required paperwork prior to reporting to work.
- Compliance with all Family Promise Policies and Procedures.

## Compensation

- \$45,000 to \$50,000 annually; benefits package

## How to Apply

Interested applicants should submit cover letter, resume, and a writing sample to [Team@familypromiseorlando.org](mailto:Team@familypromiseorlando.org) with Housing Manager in the subject line. Or submit to Hiring Team; Family Promise of Greater Orlando; 1000 Clay Street, Winter Park, FL 32789. Resumes will be accepted until position is filled. Interviews will begin September 8, 2020.

This job description is not intended to provide, and should not be construed as providing, an exhaustive list of all responsibilities, skills, efforts or working conditions associated with a job. They are meant to be accurate reflections of the principal job elements essential for making fair and informed decisions about the job. Veterans and formerly homeless individuals are encouraged to apply.

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Family Promise of Greater Orlando (FPGO) provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, FPGO complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.