

<b>Job Title</b>	Manager of Housing Support Services
<b>Employer/ Agency</b>	Houston Areas Community Services
<b>Job Description</b>	Provides daily supervision of assigned staff to insure compliance with all standards of care and work plans. Assures client census, client charts, and policies/procedures are current and meet funder and agency requirements. Provides information and referral to telephone inquiries and walk-in clients, as required. Approves new admissions, assists staff with resolution to challenging clients/incidents, works with landlords/property management to assure program compliance, works with Director of Housing Services to mediate grievances and facilitate terminations. Insures timely and correct input of data into HMIS and other databases, as required. Works with staff to meet established goals as set forth in contracts and quality assurance/quality management activities. Conducts periodic client home or field visits to monitor the effectiveness of outreach and case management service delivery strategies. Serves as a primary contact on projects with collaborating agencies representing clients' and HACS' needs and interests. Assures appropriate implementation and utilization of Evidence-Based Practices/Interventions. Insures staff receive appropriate training based upon their needs, role and program interventions. Serves as a member on interdisciplinary teams as well as various HACS and community committees. Participates in interdisciplinary case staffing with case managers, medical and behavioral health staff. Prepares reports indicating program and/or staff performance, as assigned. Performs quality management/assurance activities, as assigned. Provides direct services to clients, as required, in addition to insuring services are provided during staff absence or vacancy. In collaboration with the Director of Housing Services, evaluates program effectiveness to develop improved methods, devise evaluation methodology and implementation, analyze results and recommend and/or take appropriate action, and monitor budget spending. Trains staff on HACS' policies and procedures as well as program and funder-specific procedures and protocols. Serves as liaison with community organizations, agencies, and other homeless service providers and programs.
<b>Qualifications</b>	Bachelors Degree in Social Work, Social Services or related field; Masters preferred. At least two (2) years of practical work experience, including management experience. Prefer supervisory experience. Knowledge and experience with homeless services and permanent supportive and transitional housing preferred. Strong writing, problem solving, organizational and interpersonal skills. Must be detail-oriented and an effective communicator to diverse audiences. Demonstrate computer literacy in Microsoft Office. Experience with HMIS and HUD E-Snaps preferred.
<b>Salary/Hours</b>	DOE
<b>Employer/Agency</b>	HACS
<b>Address</b>	2150 West 18 <sup>th</sup> St. Suite 300
<b>City, State, Zip</b>	Houston, TX 77008
<b>Contact Person</b>	Christopher Cole
<b>Contact Title</b>	Human Resources Manager
<b>Telephone Number</b>	713.979.3651
<b>Application Method</b>	Apply online at <a href="http://www.hacstxs.org/operations.html">http://www.hacstxs.org/operations.html</a>
<b>Opening Date</b>	Immediate

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