



**ORANGE COUNTY UNITED WAY
JOB ANNOUNCEMENT**

Job Title: Welcome Home OC Program Manager	Reporting To: Senior Manager, United to End Homelessness
Department: Community Impact	Position: Full-time

Summary

The Program Manager is an essential team member in the United to End Homelessness effort that assist in capacity building to expand scattered site Permanent Supportive Housing for individuals and families. The Program Manager works closely with housing authorities participating in the Welcome Home OC program, partner service providers, and property managers of both prospective property owners and partner property owners. The Program Manager works closely with the team recruiting new owners to join the network, will help to develop a robust owner retention program, will oversee partner service provider relationships, and the development of a standardized placement model and scattered site supportive services for permanent supportive housing in Orange County. The Program Manager is the main liaison between the landlord network and partner service providers and is a key player in increasing access to private market rental units to create housing for long term housing subsidy (voucher) holders.

Key Duties and Responsibilities

Owner Network

- Partner with COO, Senior Manager of United to End Homelessness and key staff on the implementation of the United to End Homelessness Landlord Network
- Partner with Director, Community and Volunteer Engagement to cultivate owners to expand lists of available rental units.
- Oversee the online United to End Homelessness owner portal, matching system and owner hotline.
- Develop system to prioritize and respond to all owner inquiries within 48 hours.
- Support relationship and partnership activities with Apartment Association of Orange County and California Apartment Association.
- Support outreach to potential landlord partners and provide information and follow up on Owner Network.
- Support marketing plan to include promotional materials, leave-behinds, and other written materials for landlords.
- Maintain positive property manager relationships.



- Create, maintain, and regularly update the housing options inventory with detailed information to assist in matching program participants with housing options that are suitable.
- Maintain documentation and agreements with all owners who have joined the Owner Network and track units made available through the program.
- Support the implementation of Owner Network recognition and incentives.

Service Provider Network

- Oversee the development and implementation of a standardized placement model and agreed upon standards for scattered site supportive services for permanent supportive housing in Orange County in partnership with the United to End Homelessness Service Provider Network and the Continuum of Care.
- Create and update appropriate forms for use in the housing process for both service providers and program participants placed in housing including, but not limited to, the “Know your Lease” form, rent sharing agreements, housing move-in checklists, etc.
- Work with Service Provider Network case managers, match program participants’ needs and choices with housing options during weekly/biweekly Coordinated Entry match process.
- Work with case managers to provide mediation and advocacy with owners as needed to resolve concerns or problems to help program participants maintain stable housing.
- Maintain consistent communication channels with all parties involved in a particular housing situation, including the owner, property manager, resident/program participant, case manager, legal services partner, and other collaborating partners.
- Understand the basics of landlord-tenant law, rental contracts, and fair housing requirements, to assist owners, resident/program participants, and case managers.

Rental Subsidy Administration and Record Keeping

- Lead United to End Homelessness processing of all paperwork, documentation and payments in a timely and accurate manner: including tracking and processing of holding fees, security deposits, furniture requests and other check requests to the accounting department.
- Review all invoices for appropriate documentation and gain approval signatures for payment.
- Data entry in program management software.
- Maintain complete and accurate files on landlords, housing options, housing placements, correspondence, critical incident reports, and other files as required.
- Collect and report program data including, but not limited to, reporting for existing County and other contracts, HMIS reporting, grant compliance, and other data required by program directors and/or funders.
- Provide immediate updates regarding housing openings, housing placement status, and potential housing options, as needed by team members.



Contract Management and Documentation

- Prepare case-related reports including outcomes, successes and challenges.
- Maintain complete and accurate documentation of program objectives and outcomes as well as other services in accordance with Federal, State, County and United Way guidelines.
- Assume other responsibilities as assigned.

Job Requirements

- Commitment to the mission and values of the organization.
- Education: Bachelor Degree in Communications, Marketing, or Human Services preferred.
- Experience: At least two years' experience in human services, property management or leasing, public relations, or similar field.
- Fluency in the English language is required. Spanish speaking ability is an added asset, but is not required.
- Experience with computer and knowledge of Microsoft Office.
- Valid driver's license and dependable automobile.
- Sensitivity to cultural and socioeconomic characteristics of population served.
- Must be able to drive and work at a computer for extended periods of time. Must be sufficiently mobile to conduct housing inspections.

Employment Standards

- Understanding of, and commitment to, the Housing First philosophy.
- Understanding of, and commitment to, strengths-based services.
- Excellent communication skills, particularly listening, verbal communication, mediation, and writing skills.
- Demonstrated organizational skills with ability to meet a demanding workload and work with a diverse set of stakeholders.
- Detail oriented to complete requirements of files, housing options inventory, data tracking, and contract compliance.
- Creative thinker/adaptive personality.
- Understanding of basic landlord-tenant responsibilities.
- The ability to work collaboratively with other personnel and/or service providers or professionals.

Physical Demands

Physical demands are representative of the requirements necessary for an employee to successfully perform the essential functions of this position. The employee is required to actively listen and communicate clearly. The employee is required to stand and publically speak. The employee is required to walk, reach with arms and hands, climb, balance, twist, lean, move from one location to another, and to



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stoop, kneel, crouch or crawl. Vision abilities required by this job include close and far. Ability to operate a computer keyboard and mouse, and lift files and reports is required. Employee must be able to lift and carry 25 pounds.

Send Resumes To:

recruiting@unitedwayoc.org
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