



**ORANGE COUNTY UNITED WAY  
JOB DESCRIPTION**

<b>Job Title: WelcomeHomeOC Housing Stabilization Manager</b>	<b>Reporting To: WelcomeHomeOC Program Director</b>
<b>Department: United to End Homelessness</b>	<b>Position: Full-time/exempt</b>

**Purpose of Position**

The WelcomeHomeOC Housing Stabilization Manager is responsible for helping WelcomeHomeOC (WHOC) program participants retain permanent housing. Once a program participant has been moved into permanent housing, the Housing Stabilization Manager facilitates a collaborative housing stabilization process between case managers and property managers to ensure program participants can successfully maintain permanent housing.

**Key Duties and Responsibilities**

- Oversee the housing stabilization process for all housed clients in the WelcomeHomeOC database.
- Develop, implement, and manage a program exit strategy to monitor program participant progress and oversee their exit process from the WHOC program, working with the case manager and property manager for a successful exit in which permanent housing is maintained.
- Establish protocols and procedures in regards to retention case management.
- Oversee service provider partner's compliance with Housing Stabilization Plan requirements and contractual service provision mandates.
- Input, maintain, and track program participant information and housing statuses in digital databases.
- Working with program participants' case managers, support service delivery to program participants through the implementation of individualized housing stabilization plans.
- Working with property managers and case managers to provide mediation and advocacy as needed to resolve concerns or problems to help the program participant maintain stable housing.
- Systematically, frequently, and consistently collect and compile accurate data on challenges, services provided, and outcomes.
- Maintain consistent communication channels with all parties involved in retention cases, including the property manager, case manager, public housing authority, and other collaborating partners.
- Understand the basics of landlord-tenant law, rental contracts, and fair housing requirements, to assist property managers, program participants, and case managers.
- Maintain complete and accurate files on property managers, correspondence, critical incident reports, and other files as required.
- Assist in the development and implementation oversight of a standardized level of care among the program service provider partners.

**Other Duties**



- Assist in trainings and support to property owners, property managers, and case managers.
- Represent WelcomeHomeOC in a variety of community-based meetings.
- Assume other responsibilities as assigned.

## **Job Requirements**

- Detail oriented to complete requirements of files, housing options inventory, data tracking, and contract compliance.
- Understanding of basic landlord-tenant responsibilities.
- Minimum of one (1) year of case management experience with people affected by homelessness, substance use disorders, chronic health and mental health concerns, domestic and intimate partner violence, and/or human trafficking required.
- Minimum of one (1) year of housing navigation experience with people affected by homelessness, substance use disorders, chronic health and mental health concerns, domestic and intimate partner violence, and/or human trafficking preferred.
- Understanding of and familiarity with resources as pertaining to mental health services and housing retention required.
- Bachelor's degree or higher, in Social Work, Sociology, Psychology, Human Services, or a related field preferred but not required.
- Experience with property management and/or landlord advocacy programs preferred but not required.
- 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.

## **Core Competencies**

- Commitment to the mission and values of the organization.
- Understanding of, and commitment to, the Housing First philosophy.
- Understanding of, and commitment to, strengths-based services and trauma informed care
- Excellent communication skills, particularly listening, verbal communication, and writing skills.
- Exemplary interpersonal skills, experience with mediation and negotiating.
- Demonstrated organizational skills with ability to meet a demanding workload and work with a diverse set of stakeholders.
- Creative thinker/adaptive/problem solving personality.
- Experience cultivating and maintaining productive, professional relationships with various stakeholders
- Sensitivity to cultural and socioeconomic characteristics of population served.
- 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 stoop, kneel, crouch or crawl. Vision abilities required by this job include close and far. Reliable transportation and a clean driving record are required as the employee will need to travel throughout Orange County. 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 Cover Letter and Resume To:**

recruiting@unitedwayoc.org  
Orange County United Way  
18012 Mitchell South, Irvine, CA 92614  
www.unitedwayoc.org