



**ORANGE COUNTY UNITED WAY
JOB DESCRIPTION**

Job Title: Homelessness Prevention Manager	Reporting To: Senior Program Director, United to End Homelessness
Department: United to End Homelessness	Position: Full-time/Exempt

Purpose of Position

The **Homelessness Prevention Manager** serves as the strategic lead and subject matter expert for United to End Homelessness's homelessness prevention initiatives. This position is responsible for overseeing the day-to-day operations, growth, and impact of all prevention and diversion programming. The Manager will guide the design and execution of strategies that prevent individuals and families from entering homelessness, including the coordination and oversight of funding allocations, program implementation, and performance monitoring in partnership with community agencies. They will cultivate and manage relationships with partner organizations across Orange County, ensuring high-quality collaboration, effective service delivery, and consistent alignment with best practices. Additionally, this role leads the development and delivery of comprehensive training curricula on diversion techniques, provides technical assistance, and supports the onboarding and capacity-building of agency partners to strengthen responses to housing instability. This is a grant funded position.

Key Duties and Responsibilities:

Program Management & Implementation

- Lead the development and execution of policies, procedures, and protocols for homelessness prevention and diversion programming.
- Oversee client referrals from partner agencies and ensure timely, accurate tracking within relevant databases (e.g., HMIS, GetHelpOC, AssistOC).
- Ensure all program activities are aligned with best practices and housing stabilization goals.
- Approve and process funding requests by reviewing eligibility, preparing documentation for payment, and ensuring prompt disbursement to support rapid housing stabilization.
- Maintain a high standard of data quality and reporting integrity across all systems used.

Training, Technical Assistance & Partner Engagement

- Facilitate onboarding and provide ongoing support to service provider partners, ensuring understanding of program requirements, processes, and expectations.
- Develop and deliver comprehensive training materials—including PowerPoints, policies and procedures, eligibility guidelines, and FAQs—for case managers and partner agencies.
- Lead engaging and informative Diversion Trainings and other program-related presentations for community-based organizations and key stakeholders.
- Offer responsive, solutions-oriented customer service to partner case managers and agency staff.



Cross-Departmental & Community Collaboration

- Work collaboratively with internal departments—such as Finance, Grants, IT/Operations, and Marketing—to ensure seamless program implementation and compliance.
- Build and maintain strong working relationships with external stakeholders, including housing navigators, public housing authorities, property managers, and other community-based partners.
- Serve as a United to End Homelessness representative at planning groups, coalitions, and public meetings to elevate prevention efforts and strengthen community partnerships.

Compliance, Monitoring & Reporting

- Ensure full compliance with contractual obligations, including HIPAA and PHI requirements, and meet performance benchmarks established by funders.
- Monitor, validate, and report on program performance, funding utilization, and outcomes using relevant data systems.
- Support evaluation efforts through consistent data entry, outcome tracking, and participation in program improvement initiatives.

Other Duties

- Maintain up-to-date records of agency, client, and financial activity across digital platforms.
- Perform other duties as assigned to advance the mission of United to End Homelessness.

Job Requirements

- Strong organizational skills and ability to manage multiple tasks simultaneously.
- Excellent customer service skills. Ability to respond to customer complaints, provide appropriate solutions and alternatives within the time limits, and follow-up to ensure resolution.
- Detail orientation for management of files, data tracking, trainings and contract compliance.
- Database management experience.
- Understanding of and experience in utilizing Diversion strategies.
- Case management and/or 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, but not required.
- Bachelor's degree or higher in Social Work, Sociology, Psychology, Human Services, or a related field preferred, but not required.
- Experience with computer applications and knowledge of Microsoft Office and Salesforce.

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.
- Ability to work collaboratively with other personnel and/or service providers or professionals.
- Proven ability to build relationships with youth and diverse stakeholders.

Compensation:

Commensurate with experience, education, and market, \$68,640-\$85,000.

Competitive benefits.

Physical Demands

The physical demands described here are representative of those that must be met by an employee 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 frequently required to be able to remain in a stationary position 75% of the time. The person in this position needs to occasionally move about inside the office to access file cabinets, records, and office machinery. Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine and computer printer. Occasionally ascends/descends stairs, and constantly positions self to maintain computers in the office, including under the desks. The person in this position frequently communicates with coworkers and customers who have inquiries about our business operations and the community we service; therefore, the person must be able to exchange accurate information. The employee must occasionally lift and/or move up to 25 pounds.

Send Cover Letter and Resume To:

recruiting@unitedwayoc.org

Orange County United Way

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