Housing Mobility Manager

The Opportunity

The Making Moves program provides greater housing options in well-resourced areas for families with school age children in the Housing Choice Voucher (HCV) program. The Making Moves team provides mobility counseling and financial assistance to participating families and recruits new property owners to the HCV program. Working closely with the Rental Assistance team and overseeing the Housing Mobility Coaches, The Mobility Manager will be responsible for the successful administration and implementation of the Making Moves program. They will be managing a dynamic, fast paced program with highly engaged team members.

The ideal candidate will be passionate about improving outcomes for families and well-versed in the challenges of the affordable rental market on Long Island. They will also be familiar with the administration of the Housing Choice Voucher program and current state and local fair housing law. And they will be a champion of this program to various external partners, leading presentations to landlords, real estate brokers, and prospective families.

Responsibilities

- Responsible for the coordination and delivery of services within the mobility program which includes, but isn’t limited to: participation engagement, counseling and coaching supports, new residency assessment and selection and ongoing success support.
- Management and Supervision of Housing Coaches; with a team-focused management style that encourages creative thinking and open communication.
- Provide accurate and timely feedback to staff on performance related matters
- Ensure that program benchmarks and outcomes are met
- Coordinate Data collection for quarterly reporting and assist with outcomes assessment and review
- Develop and Deliver virtual and in person presentations to attract new program participants.
- Develop and lead workshops and trainings on topics such as housing search best practices, landlord/tenant relations, and tenant rights and responsibilities
- Facilitate regular case conferences with a cross section of CDCLI Departments integral to the success of the Making Moves Program participants.
- Communicate with property owners and participants to explain program requirements, conduct landlord briefings and use other methods to encourage participation in the program
• Work with CDCLI’s Marketing and Development team to develop marketing information and resources including social media and website
• Other duties as assigned

Qualifications

• Support for CDCLI’s mission and goals.
• At least 3 years’ experience in a supervisory position, with positive performance reviews
• Experience working directly with the Housing Choice Voucher program or equivalent subsidy programs (such as a Public Housing Authority, New York City Department of Housing and Preservation, etc.)
• Demonstrated experience and comfortable working with a diverse population.
• Master’s Degree preferred; preferably in a public administration, social work or human services related field (*BA/BS degree will be considered when there is sufficient other relevant experience and qualifications).
• Experience in social services, counseling or case management or demonstrated equivalent counseling skills.
• Effective communication skills, both written and verbal.
• Ability to travel across Nassau and Suffolk Counties, occasionally in the evening and/or on weekends to accompany families searching for housing if required;
• Proficient computer skills required in basic computer software and data collection systems.
• Ability to manage multiple priorities, in a collaborative team across multiple departments, with individual responsibilities.
• Ability to perform the duties of the position with minimal direction and complete work tasks in a time-sensitive environment.
• Demonstrated organizational skills and customer service orientation.
• Ability to gain thorough knowledge of policies and procedures.
• Ability to act as an ambassador of the program to the public.
• Strong work ethic, punctuality and attendance.
• Experience and/or knowledge with real estate, property management, and fair housing issues.
• Familiarity with the region (e.g. transportation, school systems, amenities, services).
• Experience working in non-profit agencies delivering services for families, or state or local government.