JOB DESCRIPTION

Title: Senior Manager -- Housing Strategy

Division(s): Housing Location Placement Services (Systems of Care)

Reports to: Program Director -- HLPS

Job Summary: The role is responsible for operational and strategic planning to strengthen the Housing Location and Placement Services work. This includes proactive data analysis, operations, strategic planning and quality assurance and quality improvement. This person will develop a quarterly operations plan aligned with H&H goals and reflecting data informed decision making. The incumbent is also responsible for providing team based strategic leadership on day to day operations to coordinate housing referrals, conduct housing matches, and supporting client transitions into stable housing. Key duties include data analysis, running reports, quality assurance, operational and strategic planning, collaborating with partners, and maintaining accurate documentation. The position also involves monitoring housing placement targets, identifying and addressing housing gaps, and fostering collaboration across agencies. Additionally, the role promotes a professional and inclusive workplace culture while supporting best practices in communication and performance.

Essential Duties and Responsibilities

Operations

- Coordinate with H+H to implement operational goals and engage in continuous proactive planning.
- Conducting regular data analysis on program performance and using findings to drive operations with the partners and address program gaps. Utilize data to drive operations as a regular iterative function to inform quarterly plan.
- Utilizing the contract, annual objectives, data reports, and stakeholder feedback, produce quarterly operational plan inclusive of updates and recommendations.
- Ensure that the plan tasks are completed in a timely manner.

Referral and Housing Coordination

- Review and assess referrals in the GHIT to ensure prompt assignment to HLPS housing teams. Track HFH weekly referral volume assigned to partners and follow up on housing matches.
- Conduct housing matches for available opportunities, maintaining updated vacancy lists from partners and H+H.

- Work with the partners and H+H to identify gaps in current housing vacancies.
- Coordinate and follow up with hospitals, referral sources, shelter teams, and HLPS partners to support client transitions into housing placement and access to community support.
- Monitor housing placement targets, identify barriers and trends, and collaborate with partners to improve outcomes.
- Coordinate with Housing Retention Specialist to ensure continued tenant occupancy after one year.
- Conduct housing assessments and provide hands-on assistance to partners as needed.
- Collaborate with Housing Retention Specialist and Project Manager on complex cases.

Quality and Compliance

- Conduct regular quality assurance in the General Housing Intake Tracker to ensure housing progress and approvals are accurately captured.
- Review and ensure accuracy, completeness, and compliance of all client records, referral packets, and housing placement documentation.
- Utilize the weekly inventory report to match referred clients to available units based on HRA housing level approvals.
- Run HLPS Quality Assurance reports, support partners in making necessary corrections, and implement corrective action plans as needed.
- Support partners to obtain relevant documentation from H+H referral programs or clients for housing placement (e.g., psychosocial assessments, psychiatric evaluations, health assessments).

Reporting and Documentation

- Maintain accurate records using the H&H General Housing Information Tracker and other relevant databases (GHIT, CAPS, Psyckes).
- Produce individual and aggregate compliance and quality reports.
- Generate weekly reports to monitor client progression from referral to housing placement, including housing search status, active/expired vouchers, and clients linked to housing opportunities.
- Document all activities, status changes, and communications with accuracy and timeliness.

Collaboration

- Maintain ongoing communication with HLPS partners and Housing for Health staff.
- Work jointly with H+H staff to drive program operations and strategic planning
- Support the partners to engage in housing opportunities identified by H+H and HLPS leadership
- Participate in case conferences, case reviews, staff meetings, and training sessions.

- Foster a workplace culture that promotes performance, accountability, and professional interaction.
- Support an inclusive environment that integrates diversity, equity, inclusion, and accessibility into the organization's culture.
- Employ best practices for effective feedback and communication at all staff levels.

- Performs other related duties, as assigned.

Minimum Education & Experience Requirements:

- Minimum educational requirement – Bachelor's degree.
- At least (3) three years of experience working in operations, data collection, analysis, and presentation.

Skills and Experience Requirements:

- Comfort with data and able to translate data into operations
- Strong knowledge of project management, resource coordination, and production methods.
- Ability to manage multiple projects, prioritize tasks, and seek guidance when needed.
- Highly organized, detail-oriented, and capable of handling time-sensitive assignments.
- Self-starter with an innovative mindset and ability to work independently.
- Strong written, verbal, interpersonal, and computational skills for effective communication and documentation.
- Ability to serve as a role model for staff and stakeholders.
- Familiarity with NYC voucher programs, housing subsidies, supportive housing programs, and real estate management for special needs populations.
- Proficiency in Microsoft Word, Excel, and Outlook, with experience using databases such as HOME, CARES, CAPS, and Housing Connect.

Additional Information

CBC's enterprise-wide commitment is to foster a more diverse, equitable and inclusive workplace. We are focused on developing, engaging, and retaining a diverse workforce and leadership team because the more our workforce reflects the diversity of our participants, the better and more authentically we serve them and improve enterprise operations.

Our core values of integrity, respect, maximizing the individual potential, maintaining a supportive work environment and being data informed allow us to provide effective, timely, equitable and people-centered services which is the key to positive health outcomes for those we serve.