



POSITION: Housing Manager

DEPARTMENT: Economic Advancement

PAY RATE: \$49,000 to \$54,000 plus benefits

YWCA Greater Pittsburgh offers a generous and competitive benefits package including:

- Medical, dental and vision benefit options
- Paid life insurance
- 10 paid holidays
- Up to 26 days of paid time off (within first year of employment)
- Employee assistance program
- 403 B
- Professional development opportunities

JOB SUMMARY:

Our Housing Programs works with individuals and families in Allegheny County to help remove barriers and disparities that hinder them from maintaining self-sufficiency. We offer permanent housing services, case management, resources, and rental assistance support.

The Housing Manager provides administration and supervision for all Association housing programs, including those operated by its wholly owned subsidiary corporation, YW Homes, Inc.; The Housing Manager holds the primary responsibility of implementing and overseeing day-to-day services of the YWCA Housing programming.

ESSENTIAL JOB FUNCTIONS:

- Provide management and supervision of all housing programs and program staff including, but not limited to, Housing Mobility programs, Housing Stabilization Programs, and Community Housing Programs, using a trauma-informed, housing-first, and culturally sensitive lens.
- Oversee the smooth and effective operation of program procedures such as referrals, intakes, case management services, program fee collection, housing navigation, leasing, and crisis management instituting adjustments, as needed.

Interested individuals can submit a cover letter and resume at:

<https://recruiting.paylocity.com/recruiting/jobs/All/88e5aa3f-3f08-4780-a497-77b5d386b97e/Young-Womens-Christian-Association-of-Pittsburgh>

- Monitor daily grant administration and track grant spending in all programs.
- Monitor established program goals and outcomes; adjusting as needed.
- Oversee client database(s), including HMIS, for the purpose of collecting, evaluating, and reporting relevant client information and data, ensuring excellent data quality in all programming.
- Ensure compliance with all grants and local, state, and federal funding and reporting requirements
- Participate in budget development, implementation, monitoring, and management.
- Maintain and update program process manual for housing programs
- Attend meetings with funders to maintain current knowledge of regulations, policy changes and computer software updates. Oversee the collection and maintenance of information for monthly, quarterly, and annual reports to funders and association.
- Supervise property management and maintenance function related to YW Homes, Inc, including tenant income limits, rent restrictions, property standards, marketing, record-keeping, and physical health of the properties.
- Ensure that all properties owned or leased by the YWCA are inspected annually and meet HUD and local PHA regulations. Tracks, records and processes utility bills and rental payments.
- Maintain comprehensive and current knowledge of community resources.
- Participate in supervisory duties consisting of performance appraisal preparation, staff, intern and volunteer training and development, recruitment and selection, and service outcomes.
- Create and assist in the development of forms and resource materials for the programs.
- Maintain high levels of confidentiality when working with sensitive and personal client, vendor, employee and contract information.
- Display consistent professionalism and courtesy when interacting with internal and external customers.
- Promote and support the mission, imperative, values and goals of the YWCA, maintaining high performance standards.
- Participate in professional development opportunities successfully implementing new skills, knowledge and procedures.
- Perform other such duties as may be assigned within the scope of the Resource Center and Housing departments.

MINIMUM QUALIFICATIONS:

Bachelor's Degree (BS) with three (3) years relevant experience and one (1) year supervisory/management experience OR Master's Degree with one (1) year relevant experience and one (1) year supervisory experience.

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KNOWLEDGE AND SKILLS:

Knowledge of:

- Housing programming for unhoused populations, rental assistance, and Housing Choice Voucher programming
- Local, state, and/or federal resources and safety net programs.
- The role systemic racism plays in shaping communities.

Skills in:

- Analyzing program data and developing reports.
- Writing formal and technical letters, reports, and procedures.
- Microsoft Office software including Excel, Word, PowerPoint, Teams, SharePoint, and Outlook.
- Managing a team delivering social services.
- Case management, including developing rapport, motivation building, and coaching participants to meet their goals.

Ability to:

- Manage programs with limited oversight.
- Interpret, apply, and explain federal and agency regulations, policies, and procedures.
- Develop agendas and leading high-impact meetings.
- Tactfully mediate conversations between different program stakeholders, including those that might involve sensitive issues related to equity and access to housing and services.
- Effectively lead a team and motivate employees to reach their highest potential.
- Effectively communicate verbally with both individuals and groups, including program participants, property owners, DHS and other partner agency staff, and external stakeholders.
- Maintain a valid driver's license.
- Work occasional weekends and evenings, as needed

ABOUT YWCA GREATER PITTSBURGH:

Founded in 1867, YWCA Greater Pittsburgh is a member of a nationally recognized movement with a mission to eliminate racism, empower women, and promote peace, justice, freedom, and dignity for all. As a social justice organization, we have a deep commitment to tackling gender inequities and systemic racism; particularly in the places where these systems intersect. We provide direct services, empowerment programming, and advocacy to support individuals and families, especially women and girls of color. We strive to become a model nonprofit workplace for a diverse workforce, ensuring that all staff members are paid a living wage and offered competitive benefits, and meaningful opportunities for professional development and career advancement.

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MISSION IMPACT:

YWCA Greater Pittsburgh employees are working tirelessly at promoting racial justice, reducing race and gender disparities, and deliberately addressing the challenges and celebrating the triumphs of living at the intersection of race and gender. As a Housing Manager with YWCA Greater Pittsburgh, you will have the opportunity to support and advance YWCA Greater Pittsburgh's mission by providing housing coordination, financial assistance, and resources to support marginalized individuals and families, especially women and girls of color, while working to challenge structural barriers to equity.

Equal Employment Opportunity Policy: *YWCA Greater Pittsburgh will not discriminate against any applicant or employee on the basis of age, sex, sexual orientation, gender identification, gender expression, race, color, creed, ethnicity, origin, lineage or citizenship, disability, marital status, military or veteran status or any other legally recognized protected basis under federal, state or local laws, regulations or ordinances. Applicants requiring reasonable accommodation to the application and/or interview process should notify a representative of the Human Resources Department.*

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