



Job Opening
SSVF Shallow Subsidy Rent Assistance Manager, Walla Walla WA

Under the supervision of the SSVF Program Director, The SSVF Shallow Subsidy Manager will develop, improve, and coordinate the newly launching SSVF Shallow Subsidy Rent Assistance program to ensure the service is maximized for Veterans experiencing or at risk of homelessness. These duties shall contribute to the BMAC's mission to End Veteran Homelessness, and to do so in ways that aspire to programmatic and administrative excellence. The SSVF Shallow Subsidy Manager will develop and implement processes and procedures for the program, supervise (or administer) case management services and staff, coordinate with landlords and community partners, and ensure programmatic grant compliance.

Blue Mountain Action Council is committed to creating an equitable organization that is inclusive and representative of the communities we serve. We recognize that our diversity is our strength, and it is critical to advancing our mission and enhancing the well-being of participants, staff, volunteers, and the community.

As an affirmative action/equal opportunity employer, it is our policy to provide equal employment opportunities to all qualified individuals without regard to race, color, religion, national origin, marital or veteran status, genetic information, gender, age, non-disqualifying physical or mental disability, sexual orientation or any other legally protected status.

BMAC has implemented a mandatory vaccination policy requiring COVID-19 vaccination for all employees. In accordance with BMAC's duty to provide and maintain a workplace that is free of known hazards, we are adopting this policy to safeguard the health of our employees and their families, our customers and visitors, and the community at large from infectious diseases that may be reduced by vaccinations.

Employees will be required to provide a copy of their vaccination card or other medical facility provided proof for their confidential files to the HR Director when submitting their acceptance of our official offer of employment.

HOW TO APPLY: Send completed BMAC application, resume and cover letter to:

HR@bmacww.org

The job application is available in our office or online at
<https://www.bmacww.org/jobs-and-employment-opportunities>

This position is open until filled.
Questions: Lisa Mathias, Human Resource Officer 509-529-4983

BLUE MOUNTAIN ACTION COUNCIL
Walla Walla, WA 99362

JOB DESCRIPTION

POSITION TITLE:	SSVF Shallow Subsidy Manager	REPORTS TO:	SSVF Program Director
EMPLOYMENT STATUS:	Nonexempt	SUPERVISES:	SSVF Shallow Subsidy Services Coordinators

HOURS OF WORK: Up to 40 hours per week, based on contract funding

SALARY: \$23.50 at hire

GENERAL DESCRIPTION/ BASIC FUNCTION:

Under the supervision of the SSVF Program Director, The SSVF Shallow Subsidy Manager will develop, improve, and coordinate the newly launching SSVF Shallow Subsidy to ensure the service is maximized for Veterans experiencing or at risk of homelessness. These duties shall contribute to the BMAC's mission to End Veteran Homelessness, and to do so in ways that aspire to programmatic and administrative excellence. The Shallow Subsidy Manager will develop and implement processes and procedures for the program, supervise (or administer) case management services and staff, coordinate with landlords and community partners, and ensure programmatic grant compliance.

WORK CONDITIONS AND SITE: Work to take place in an office setting, at program participants' residences, and in other community agencies. Requires significant local and regional travel. The worker is not substantially exposed to adverse environmental conditions.

ESSENTIAL FUNCTIONS: *Includes the following. Other duties may be assigned.*

1. Design and implement internal and external referral processes and parameters based upon shallow subsidy program screening criteria that identify those whose needs align with this program.
2. Supervise SSVF Shallow Subsidy Services Coordinator.
3. Maintain a caseload of shallow subsidy program participants providing light-touch case management of subsidy program participants, and provide more intensive case management as needed.
4. Coordinate, communicate and provide training with internal staff on referrals and subsidy program management.
5. Coordinate with external partners such as VA, and other stakeholders.
6. Ensure subsidy payments are submitted and approved for on-time payment monthly.
7. Communicate with Landlords to ensure timely rental payments and lease compliance.
8. Develop and maintain a network of professional contacts in rental housing to cultivate access to affordable units.

9. Develop program orientation materials and presentations for program participants, landlords, and community partners on Shallow Subsidy.
10. Supervise data collection and monitoring of subsidy program participants are required by grant requirements.
11. Maintain up-to-date case files, case notes, and ensure programmatic compliance.
12. Maintain direct financial assistance budget for the grant cycle.
13. Record service coordination efforts and outcomes; create and maintain exemplary program participant files in accordance with BMAC/SSVF guidelines; complete weekly activity reports and other required documentation in a timely manner.
14. Regularly report program participant progress to Supervisor and others as requested. This includes but is not limited to completing assessments, Service Transactions, and Exit Forms as necessary for the program or organizational requirements. Actively participate in service coordination reviews and conferences.

EXPECTATIONS OF ALL STAFF:

Accountability:

- Issues are raised and receive prompt responses
- Communicate with honest, authentic conversation, using active listening with staff and clients
- Maintain a high level of confidentiality
- Delegate responsibilities and trust the person/team will complete them to the best of their ability.
- Be well-versed in BMAC programs and services to fully meet client needs

Dignity:

- Value the contributions of each position and what it adds to the organization
- Everyone is treated as a whole, unique and capable person
- Honor the experiences and expertise our clients have regarding their lives
- Rebuild client's sense of self-worth and confidence

Diversity/ Equity /Inclusion

- Be a safe and accessible space for all
- Actively identify and root out systemic racism/implicit bias in the work place and commit to more inclusive practices
- Foster a sense of belonging among staff and clients
- Commit to a strong culture of Diversity/Equity/Inclusion

Spirit of Service:

- Deep desire to be in service to others
- Give clients our best effort/best work every time
- Stay present during client interaction
- Make an additional effort to meet client needs even when they don't fall within the scope of our programs

SKILLS AND ABILITIES REQUIRED:

1. Must be able to perform each essential duty satisfactorily.
2. Cross-cultural, inter-generational, and interpersonal skills.
3. Knowledge of mental health, substance abuse issues, and treatment services.
4. Knowledge in working with the homeless population, homeless households, homeless services, and prior housing work experience.
5. High energy and patience in working with difficult, non-compliant clients.

6. Demonstrated ability to work independently and effectively on a team.
7. Computer skills using Windows.
8. Culturally competent counseling skills.
9. Understanding of complex Program participant, community, and agency issues, and ability to take appropriate action.
10. Availability to work flexible hours, some evening and weekend hours may be required.
11. Ability to provide own transportation with acceptable driving record and auto insurance limits.
12. Bilingual in Spanish preferred.

CULTURAL COMPETENCIES:

- Uncompromising integrity and ability to maintain strictest confidentiality.
- Champions the mission, culture, and objectives of the organization.
- Demonstrates value and respect for all employees.
- High energy and enthusiasm.
- Performs effectively as a team player. Values the ideas and opinions of others and routinely collects their input as part of decision-making process.
- Employs a “Whatever it Takes” approach to service delivery.

PHYSICAL DEMANDS: *The physical demands described here are representative of those that must be met by an employee to successfully perform the job's essential functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

1. A mix of sedentary and light physical work.
2. Must be able to lift 20 pounds occasionally and up to 10 pounds frequently.
3. Must be able to hear, speak, write and read.
4. Must be able to sit or stand at desk.
5. May need to climb stairs at locations without elevators or ramps.
6. Some stooping, kneeling, balancing, pushing, pulling and/or lifting, such as to move office supplies and equipment, filing, etc.
7. Repetitive motion (keyboarding); substantial motion of the wrists, hands and/or fingers.
8. Close visual acuity to perform activities such as preparing/ analyzing data and figures, and viewing a computer terminal.

QUALIFICATIONS:

1. Equivalent combination of education and experience to equal Bachelor's degree in Human Services or related field and a minimum of two years' experience.
2. Demonstrate ability to collaborate with others effectively; to manage conflict; to participate as a team member; and to give and accept criticism constructively.
3. Ability to effectively provide supervision.
4. Working knowledge of affordable housing, Housing First, and Fair Housing basics.
5. Ability to serve individuals with previous, serious, justice involvement with compassion and fairness.
6. Preferred: Experience working with vouchers and/or subsidized housing and in navigating housing waitlists and permanent subsidy programs, or social workers in housing case management working with subsidies and waitlists.

SPECIAL REQUIREMENTS:

Employee must provide own vehicle and auto insurance. Valid state driver's license by time of hire. Good driving record. Reliable vehicle for travel and current auto insurance required.

NOTE: This job description is a general description of essential job functions. It is not intended as an employment contract, nor is it intended to describe all duties someone in this position may perform. All employees of BMAC are expected to perform tasks as assigned by supervisory/management personnel, regardless of job title or routine job duties.

Updated 10/21/21