



DEPARTMENT: Housing and Community Development
POSITION: **Housing and Homeless Services Manager**
TYPE: **Full Time - Exempt**
SALARY: **\$53,118 - \$57,497**
BENEFITS: **Full Benefits Package**
CLOSING DATE: **Position open until filled**



Overview: We are Salisbury, Maryland, and our town was born from the headwaters of the **Wicomico River**. This special place, nestled squarely between the beaches and the bay, has been attracting people to its stunning location for almost **300 years**. Now one of the largest cities on the peninsula, Salisbury serves as the **Capital of the Eastern Shore**, combining vibrant economic opportunity, quality public education, world-class healthcare, reinvigorated environmental stewardship, globally known corporations, and an energetic and inspiring team of community leaders, to chart its own course, and craft a sound plan for its future.

Department: The Housing and Community Development Department is made up of three different departments: Code Enforcement, Neighborhood Relations, and Housing First. These three functions of HCDD are all supported by and work closely with the Community Development Grants and Finance segments of the City to achieve a better Salisbury for today and the future to come.

Profile: The Housing & Homeless Services Manager facilitates the development of quality, affordable housing opportunities, programs and services that are responsive to the needs and preferences of recipients within the least restrictive setting possible. This position works collaboratively with state and federal agencies, community programs, housing authorities, stakeholders and advocacy organizations to plan, develop, monitor, manage, and implement Housing First and other affordable housing development and housing and homeless service initiatives and grants. Operational oversight and management of Anne Street Village, a transitional housing development for the chronically homeless.

Preferred Education: Bachelor's Degree in Social Work, Business or Public Administration, or a similar field preferred.

Preferred Experience: Minimum of two years' experience in research, grant writing/administration, analytical and quantitative presentations experience required.
Minimum of two years' experience working with persons experiencing homelessness, mental illness and/or substance abuse.

Requirements/Certifications: Valid Maryland Driver's License

How to Apply: Submit City application, cover letter, driving record and resume to the following address or apply online at www.salisbury.md/apply

Studies have shown that women and people of color are less likely to apply for jobs unless they believe they can perform every job description task. We are most interested in finding the best candidate for the job, and that candidate may come from a less traditional background. The City may consider an equivalent combination of knowledge, skills, education, and experience to meet minimum qualifications. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role.

City of Salisbury, MD

Classification Description

Classification Title: Housing & Homeless Services Manager

Grade: 10

Department: Housing & Community Development

FLSA Status: E

Date: 11/21/2022

Position Profile:

The Housing & Homeless Services Manager facilitates the development of quality, affordable housing opportunities, programs and services that are responsive to the needs and preferences of recipients within the least restrictive setting possible. This position works collaboratively with state and federal agencies, community programs, housing authorities, stakeholders and advocacy organizations to plan, develop, monitor, manage, and implement Housing First and other affordable housing development and housing and homeless service initiatives and grants. Operational oversight and management of Anne Street Village, a transitional housing development for the chronically homeless.

Duties and Responsibilities

- **Housing & Homelessness:** Responsible for the management and operation of Anne Street Village and Housing First Program to include educating the community on the program and improving the perception of homelessness.
 - Administer the Permanent Supportive Housing program including handling monthly accounting; rent, utilities, leases and security deposits.
 - Execution of Annual Point in Time Count for Wicomico County.
 - Manage grants to benefit homelessness to include Homelessness Solutions Program (HSP), Projects for Assistance in Transition from Homelessness (PATH), Critical Time Intervention (CTI) and future program opportunities.
 - Locate housing for homeless and maintain rapport with participating landlords or agencies working with homeless within the region, including Wicomico County and the Lower Eastern Shore.
 - Foster and maintain collaborations with community stakeholders, partner agencies and non-profits
- **Skills Proficiency/Strategic Planning:** Effectively demonstrate knowledge of principles and practices of grants, community-based programs, vulnerable populations and housing.
 - Excellent organizational and interpersonal skills including written and verbal communication skills.
 - Ability to make recommendations to effectively resolve problems or issues by using judgment that is consistent with standard practices, policies and procedures.
 - Assist team members with planning in providing outreach to homeless.
- **Leadership/Team Leader:** Provides strong guidance and oversight. Instills confidence and inspires action while maintaining accountability.
 - Lead, develop and supervise team, which consists of multiple Homeless Case Managers.
 - Collaborates with the Director of Housing & Community Development, as well as other City departments and stakeholder groups to successfully execute common goals.

- **Stewardship/Financial:** Preparation and management of annual operational budget within established guidelines.
 - Identify and pursue new grant opportunities as well as maintain all currently established homeless service grants.
 - Monitors and reviews expenditures within the Housing & Homeless Services annual budget and reports Housing & Community Development Director informed.
 - Provides consultation and direction to staff, build moral and increase productivity.
- **Development/Leadership Development:** Provide training and support that align with objectives and goals of housing and homelessness.
 - Serve as point of contact with internal team and community partners to support their ideas/requests.
 - Improve leadership skill set by attending relevant meetings, seminars and trainings.

Performance Expectations

- **Communication:** Articulates thoughts and ideas clearly and effectively to exchange information. Listens to others and provides useful feedback.
- **Work Ethic:** Demonstrates personal accountability, effective work habits, integrity and ethical behavior.
- **Teamwork:** Demonstrates ability to work effectively as a part of a team through respectful and collaborative relationships with colleagues, customers, affiliates and stakeholder groups.
- **Problem Solving:** Improves, designs, refines, finds and invents criteria to combine in order to resolve problems. This combines creative and critical thinking.
- **Initiative:** Independently acts before others and/or without being instructed to solve problems.

Education and Experience

- Bachelor's Degree in Social Work, Business or Public Administration, or a similar field preferred.
- Minimum of two years' experience in research, grant writing/administration, analytical and quantitative presentations experience required.
- Minimum of two years' experience working with persons experiencing homelessness, mental illness and/or substance abuse
- Valid Maryland Driver's License.

Physical Requirements

- Work requires ability to navigate outdoor terrain, including but not limited to wooded areas, railroad tracks, being exposed to extreme temperatures, etc.
- Requires the ability to do moderate lifting for move-ins, and donations of items for the homeless to include some furniture and bulk food items or necessities.
- Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices or meeting and training rooms, incident sites, e.g., use of safe work place practices with office equipment, avoidance of trips & falls, observance of fire & building safety, as well as incident/accident site protocols.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.