



Job Announcement

Director of Supportive Housing Management

The Director of Supportive Housing Management is responsible for overseeing all aspects of Foundation Communities' Permanent Supportive Housing (PSH) real estate portfolio and accompanying supportive services. As the leader of a blended team of property management and supportive services staff, the Director is responsible for creating a collaborative environment in which shared accountability for property and resident outcomes is reflected in the policies and procedures that govern the supportive housing communities. The Director will also oversee strategic planning and goal setting to maximize long-term success of residents while optimizing financial and physical performance of the properties.

Reports to: Deputy Executive Director and Director of Real Estate Operations

Works Closely With: Asset Management, Compliance and Grants Departments

Directly Supervises: Property Supervisor and Supportive Services Supervisor

Primary Duties are as follows:

PROPERTY MANAGEMENT OVERSIGHT

- Develop and maintain a Supportive Housing Operations Manual that establishes uniform policies and procedures for both property operations and services provision and that incorporates the relevant policies and procedures of the FC Property Operations Manual. Establish and maintain rent schedules and utility allowances for each property in accordance with funder guidelines.
- Review loss to lease, days vacant, delinquencies, Combined Management Report and any other reports monthly and quarterly to ensure properties are maintaining optimal occupancy and revenue
- Review financials, budget variance reports and availability reports monthly to monitor financial stability of properties
- Review market studies as needed to ensure rent pricing is competitive as well as aligned with mission
- Maintain final review and approval on all contract and vendor contracts for property services
- Work with legal counsel to ensure compliance with fair housing laws, disability laws and state and local ordinances
- Work with legal counsel and any relevant parties to resolve any litigation related to the supportive housing properties
- Attend industry meetings to stay abreast of property management and real estate standards, ordinances, laws or legislation impacting department and industry practices. Develop policies and procedures accordingly.
- Work collaboratively with the Compliance Director in the preparation and review of all of the applicable reporting and inspections necessary to insure compliance with loan covenants and regulatory guidelines.
- Work collaboratively with Asset Management department to facilitate oversight of the financial and physical performance of each property

- Work collaboratively with the Director of Family Housing to maintain effective policies and guidelines for the operations of the family and supportive housing FC real estate portfolio.
- Submit data for board real estate related reporting and Dashboards as needed
- Lead the annual preparation of budgets for the supportive housing properties

SUPPORTIVE SERVICES OVERSIGHT

- Oversee and establish service contracts in accordance with insurance, grant, and asset management requirements
- Work collaboratively with Program Directors to create strategies for increasing resident participation in FC programs and services.
- Interface with special program partner organizations to maintain positive work relationships and ensure consistency of on-site practices
- Work collaboratively with Special Programs Coordinator in tracking resident outcomes and related reporting
- Participate in fundraising and community awareness efforts focused on Foundation Communities supportive housing programs
- Participate in resolution and problem solving for resident and staff issues that cannot be solved at the property level
- Interface with grants department to ensure adequate funding and compliance with reporting required by funders

BLENDED MANAGEMENT OVERSIGHT

- Attend conferences, webinars and conduct research to determine best practices and then share with staff so that property management and supportive service staff are knowledgeable about developments in the fields of supportive housing and blended management
- Coordinate industry-appropriate training opportunities for both property management and supportive services staff and emphasize the importance of cross-training for effective blended management
- Schedule cross department meetings, trainings and functions to support and promote team-building among the staff across all supportive housing properties
- Implement a performance evaluation and bonus structure that promotes shared accountability among staff for achieving defined property and resident outcomes
- Conduct periodic site visits to observe property operations
- Provide input and participate in implementing any safety related policies or procedures relevant to the supportive housing portfolio

Minimum Qualifications:

- Bachelor's Degree in related field; Master's Degree preferred
- Five years of experience managing a large real estate portfolio
- Five years of experience working with adults around with mental health, substance abuse issues, and/or homelessness
- Strong understanding of fair housing laws and concepts
- Ability to manage complex interpersonal issues related to both staff and residents
- Demonstrated problem solving and conflict resolution skills
- Excellent verbal and written communications skills.

Compensation:

Competitive salary with excellent benefits.

To Apply:

Send résumé and cover letter with salary requirements to: julian.huerta@foundcom.org.

No phone calls, please.

Foundation Communities is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, veteran status, sexual orientation & gender identity.