

211info Position Summary

TITLE Multnomah County Housing Program Manager	REPORTS TO Director of Housing Programs
STATUS X Exempt Non-Exempt	HOURS PER WEEK: 40

MISSION: Our central hub empowers Oregon and Southwest Washington communities by helping people identify, navigate and connect with the local resources they need.

CORE FUNCTION: The Multnomah County Housing Program Manager is responsible for the strategic vision and daily operations of 211info's Multnomah County Housing & Homelessness program. 211info screens Multnomah county callers for housing-related coordinated entry assistance and provides information to community members about housing-related resources. The Multnomah County Housing Program Manager ensures that the organization is responsive to community needs through our resource database, outreach and engagement, and contact center.

CORE ACCOUNTABILITIES:

90%	<p>Oversee and support all aspects of Multnomah County Housing Program operations, staff support, team building, planning, technology, quality assurance and focus on diversity, equity and inclusion.</p> <ul style="list-style-type: none"> • Supervise specialists, leads and supervisors according to agency policies, values and culture. • Conduct regular employee evaluations; maintain personnel records; oversee scheduling. • Investigate complaints, resolve problems and clarify issues concerning services. • Interview, hire and train staff following agency emphasis on building a diverse workforce. • Provide debriefings, coaching and other support to create a professional, compassionate and results-oriented workplace. • Implement new contracts and tasks to ensure smooth transition. • Train, coach and supervise lead specialists and CIC supervisors. • Determine disciplinary plan development and implementation. • Staff Support: support the contact center staff by maintaining information and training materials relating to the Multnomah County Housing Program. Communicate with staff about important changes to housing programs. • Outreach and Engagement: External: build relationships with partners. Attend meetings, be responsive to emails and communications, etc. Internal: work with managers to ensure quality assurance • Emergency Management: flexible schedule required for emergency response. Be available during emergency/incident response to help support community members by ensuring that sheltering and post-disaster housing information is up to date and available. • Virtual/Remote: some travel may be required, but vehicle not required. Live in or have deep understanding/connection with Oregon. Multnomah County specifically a plus.
10%	<p>Participate in 211info leadership: Participate in the Operations Team to advise on and develop 211info's strategies, policies, contract agreements and maintain measurable program objectives. Assist in reviewing proposals for services. Assist in integration of specialty programs with core operations.</p>

CORE COMPETENCIES:

Forward Thinking: Consider efficiencies, explore options and engage in creative problem-solving.

Critical Thinking: Evaluate data reports to identify and implement improvements in service delivery.
Results Orientation: Achieve high levels of personal and organizational performance. Team success is an important measure of individual success.
Flexibility: React and adjust positively to change.
Cultural Competency: Work effectively with diverse staff and partners; use communication tools and training methods that are tailored for people with different learning styles, ages, educational levels and socioeconomic backgrounds.
Promote Shared Values: Build internal support for 211info values and represent the agency positively in public.
Teamwork: Work collaboratively to improve teambuilding and internal communications.
Customer Service Focus: Seek methods to improve external and internal customer service to improve agency operations.

QUALIFICATIONS:

Minimum three years of crisis intervention/hotline service, or three years of experience working with a social service organization or call center.
Minimum one year of supervisory experience.
Analytical skills to identify practical solutions to barriers and service gaps that prevent people from receiving the assistance they need.
Deep understanding of the principles of health equity and the social determinants of health.
Ability to interact successfully with diverse constituencies and colleagues.
Knowledge of social services and health programs in Oregon and Southwest Washington.
Excellent spelling and grammar with strict adherence to database and confidentiality protocols.
Ability to use databases with attention to detail and systemic consistency.
Bilingual preferred.

<p>AGREEMENT: Upon acceptance of employment, employee and supervisor's signatures confirm that this job description has been reviewed and is understood to define the scope of work to be completed. I understand that this in no way constitutes an exhaustive list of my job duties, and that essential job functions/results may be subject to change at any time. The work schedule and program procedures are subject to change at any time. Continued employment after any change shall constitute acceptance by the employee.</p>
<p>Employee (print name):</p>
<p>Employee signature:</p>
<p>Date:</p>
<p>Supervisor:</p>

Date:

EQUAL EMPLOYMENT: 211info provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or veteran status. 211info expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status.