



Housing Navigation Program Manager

Organization: The AMAAD Institute
Type of Work: Full-Time
Location: Los Angeles, CA

Arming Minorities Against Addiction & Disease (AMAAD) Institute facilitates personalized individual access to programs and services that foster safe and supportive healthy environments for people to live, learn, and develop to their fullest potential. AMAAD was incorporated through a peer-based framework and has harnessed its collective human and material resources over the years to serve multifaceted communities through transitional housing, Behavioral Health programming, and advocacy while utilizing an approach that is especially relevant to those who are disproportionately affected.

AMAAD seeks a dynamic individual to serve as a Housing Navigation Program Manager. The Housing Navigation Program Manager works collaboratively with the Director of Behavioral Health to serve as the daily oversight of residential support services. The successful candidate will have a strong knowledge of the best practices in crisis management, coordination of services, and supervision of residential advisement teams.

Like all AMAAD employees, the Housing Navigation Program Manager should demonstrate a solid commitment to the mission and values of AMAAD and have substantial expertise in all areas of responsibility. Join an organization that is approaching a decade of unapologetically offering quality programming and services for the LGBTQ+ community within South Los Angeles.

KEY RESPONSIBILITIES

Programmatic

- Provide support to housing staff in the following areas: case management, housing readiness, accessing housing assistance programs, completing housing applications, advocacy, housing search and placement, et cetera;
- Conduct assessment to determine appropriate permanent housing intervention and service needs;
- Navigate persons to permanent housing placement or programs that will assist with safe and stable housing;
- Develop a Housing and Services Plan to streamline participants toward permanent housing and specific goals;
- Connect program participants to community resources that will support the goal of permanent housing acquisition (i.e., credit repair, legal aid, housing rights, et cetera);
- Coordinate transportation for participants to housing appointments (i.e., unit viewings, Housing Authority Interviews, et cetera);
- Complete and maintain current documents required for participant files, including assessments, individualized housing plans, case notes, housing applications, housing vouchers, lease agreements, exit reports, et cetera); and
- Monitor in/outbound program referrals;

Operational

- Mentor resident staff by guiding case management, housing readiness, accessing housing assistance programs, completing housing applications, advocacy, housing search and placement, et cetera;
- Work in conjunction with the Compliance Analyst to recommend, develop, and implement policies/procedures;
- Oversee and facilitate both qualitative and quantitative aspects of AMAAD's Housing Services.
- Develop and maintain professional working relationships with landlords, sober living, and other housing providers to establish a "database" of available housing opportunities;
- Attend and participate in Team Meetings, Trainings, Case Conferencing, Coalition Meetings, et cetera;
- Oversee specific performance outcomes applicable to funding contracts and reporting (i.e., monthly, quarterly, annually);
- Uphold AMAAD Rental Rules, Regulations, and Policies;

- Use de-escalation and mediation techniques to help participants, along with staff, work through conflict;
- Work towards achieving strategic goals and objectives established by AMAAD and
- Additional responsibilities as needed.

AMAAD Organizational Responsibilities

- Demonstrate enthusiasm for AMAAD Institute and a solid commitment to its mission in a manner that is intentionally inclusive of BIPOCs, those with intersectional identities, especially LGBTQ+ and gender non-conforming people;
- Be an active team member supporting other staff members;
- Participate in AMAAD satellite teams based on talent, skills, and interest.

SKILLS AND ABILITIES

- Demonstrated success in understanding complex social and housing needs and issues in re-entry communities, lower-income individuals, families, and seniors.
- Commitment to excellent customer service; ability to demonstrate empathy and compassion in decision-making and communications.
- Ability to coach, train, and support staff in improving residents' overall quality of life and building healthy communities by providing high-quality, affordable housing and support services.
- Ability to independently travel within the assigned service area and maintain a valid California driver's license and auto insurance.
- Flexible, resilient, self-starter with a good sense of humor.

EXPERIENCE AND EDUCATION

- Two (2) years experience with housing management, program development, support service navigation, et cetera, as required.
- Bachelor's degree, welcomed, or the combination of education, training, and experience commensurate with others in this position
- Previous experience must demonstrate organizational skills and proven ability to work independently and manage multiple projects and priorities within a multi-disciplinary team environment.
- Functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

COMMITMENT:

- Monday through Friday, approximately 9:00 AM – 5:00 PM (occasionally later with some weekends depending on programming)

COMPENSATION:

- (\$62 - \$69,000) commensurate with experience and internal equity. All employees are eligible for annual performance-based salary increases.
- We offer a comprehensive benefits plan, covering the employee premium for medical, dental, and vision plans. Other benefits include life insurance, generous vacation time and paid holidays, professional development, and a 401K retirement plan with an up to 5% match.

AMAAD Institute is an equal opportunity employer. Black and Indigenous People of Color (BIPOC) and those with intersectional identities, predominantly Lesbian, Gay, Bisexual, Transgender, Questioning/Queer (LGBTQ+), gender nonconforming people, and allies, are encouraged to apply.

HOW TO APPLY

Qualified candidates, please email a cover letter and resume to cato@amaad.org. Please include all documents as one PDF file and use 'Housing Navigation Program Manager' in the subject line.