

JOB DESCRIPTION

Job Title: Senior Housing Manager
Department: Affordable Housing
Supervised by: Asst. Director, Housing
Supervises: Site Staff
Effective Date: January, 1998
Revised: June 2009

General Responsibilities

Manages and supervises the overall operations of residential apartment building(s) with subsidized housing for elderly and/or disabled persons. Meets all compliance requirements of the U. S. Department of Housing and Urban Development and state and local government agencies. Responsibilities include management of property and facility maintenance, employees, unit rentals, certifications, fiscal services, regulatory compliance and strategic operating plan. Also directs, and may assist, resident social service contacts and delivery of services.

Essential Duties

1. Maintains thorough, current, personal knowledge of governing HUD requirements, regulations, forms and procedures for effective facility management.
2. Ensures building is managed in accordance with all regulatory requirements.
3. Supervises the work and relations of all site staff in facility administration, maintenance, social services, security, and staff development.
4. Obtains appropriate review by Assistant Director of Affordable Housing for decisions of employment, performance appraisal, staff development and disciplinary action.
5. Assists as assigned with routine facility fiscal management, including rent collection, budget preparation and implementation, monthly HAP/PRAC and vendor voucher preparation, and the bidding for, and negotiation of, selected contracts.
6. Manages the application and admission process, including resident recertifications and admissions.
7. Directs all discharges, move-ins, move-out and wait list activities.
8. Organizes, develops and manages appropriate Social Service programs, including, but not limited to, resident social, educational and health programs, and compliance with all legal and regulatory health and safety provisions.
9. Seeks capacity to bring social support services on site. Makes resident referrals to appropriate social support agencies, or counsel residents or their families for placement to other residential settings as needed. Coordinates the provision of social services program which may be administered through a social service coordinator.
10. Manages all security, maintenance and physical property needs, including but not limited to, routine and preventative maintenance, unit refurbishing, equipment inventory, insurance inspections, and compliance with all legal and regulatory health and safety provisions.

11. Develops and applies policy and procedures which ensure resident security and safety.
12. Develops and implements a process for emergency response and procedures.
13. Implements safety and security procedures as necessary.
14. Organizes and participates in 24-hour on call site supervision system.
15. Meets with residents individually and in groups to facilitate communication, resolves disputes and complaints, explains rules, regulations, rent collection procedures, proper usage of household appliances, extermination schedule, laundry, van schedule, etc. Provides communication with the resident association and council. Provides appropriate support for activities and plans.
16. Oversees rent collections; Account Receivable; prepares receipts and necessary deposits.
17. Conducts apartment inspections, ensuring all safety, sanitation and other requirements are met.
18. Interviews applicants for move-in and makes home visits as part of screening requirements.
19. Completes certification of applicants at move-in and recertification of residents annually.
20. Maintains applicant waiting list as per HUD guidelines.
21. Conducts annual fire safety training of residents and staff.
22. Maintains accurate and complete inventory of all equipment and property.
23. Negotiates contractual rates and bids with contractors. Maintains records of all bids.
24. Monitors preventative maintenance of physical plant, elevators, generators, water heaters, laundry facilities, heating and cooling systems, etc. Ensures corrective measures are put in place in a timely manner.
25. Processes and assures accuracy of HAP/TRACS/PRAC on Computer System. Completes data entry on all computer systems; communicates via E-Mail system and Groupwise. Is accountable for all agency reports, i.e., Spreadsheet, Tally sheet, Monthly reports, Social Service Coordinator's report, TRACS reports, etc.
26. Develops and maintains supportive linkages with neighboring community agencies, churches and other supportive agencies that provide services to the residents. Works with Service Coordinator if available.
27. Performs and/or monitors the delivery of Social Services Coordination to residents. Organizes and develops appropriate social, educational, and health programming for residents. Makes referrals as needed or counsels residents or their families as needed. Follows up as required. Establishes and maintains community reference file for service providers.
28. Ensures appropriate services to residents in Landlord-Tenant relationship making sure residents receive services to which they are entitled and that all standards are met. Processes any legal actions required to enforce lease requirements.
29. Provides on-call responsibility for emergencies in the evening, weekends and holidays.
30. Approves the payment of all bills and provides oversight for vouchers.
31. Maintains sound rent collection procedures, including following up on delinquent accounts.
32. Prepares all applicable fiscal and accounting records and reports including the monthly voucher for Housing Assistance Payments.
33. Develops and implements a continuing program of activities with and for apartment residents, including special events and ongoing instructional and recreational activities with residents and service coordinator.
34. Works with appropriate team members to provide counseling to residents on a variety of subjects and refers them as necessary to other agencies which might be better able to offer assistance, including handling pre-eviction meetings.

35. Ensures financial solvency by monitoring all costs and implementing a system for achieving 0% rent delinquency.
36. Develops and implements a system for the delivery of all required services to residents, including the immediate acknowledgment of complaints with prompt action to correct deficiencies.
37. Conducts weekly inspections of grounds, building, and each apartment. Maintains accurate and complete records of inspections. Takes prompt and appropriate corrective action as needed and ensures through documentation of such.
38. Keeps supervisor informed of building activities/issues or other relevant information.
39. With approval of the supervisor, takes necessary action to promptly comply with all requirements affecting the development made by federal, state, county or municipal authorities having jurisdiction over the property.
40. Works with the other staff, develops special and unusual events (both short and long term) that will be of benefit and interest to the residents.
41. Monitors and maintains an adequate health and safety program which provides for such services as fire drills and related emergency procedures, ambulance calls, proper use of apartment equipment, etc.
42. Participates in the staff meetings including the HUD Staff and any corporate meetings or training sessions.

Other Duties

1. Acquires general knowledge about and familiarizes self with, the facility history in order to translate its applicability to day to day business operations and HUD requirements.
2. Provides advocacy for resident and senior citizen needs, including membership in appropriate professional associations. Encourages and assists development of resident association.
3. Serves as a liaison with local churches, organizations and agencies for resident needs and enlist volunteers.
4. Performs tasks which are supportive in nature to the essential functions of the job, but which may be altered or re-designed depending upon individual circumstances.

Equipment/machines used in the performance of this job

The incumbent must maintain skills necessary to safely and efficiently operate the following equipment and machines used in the performance of this job:

1. Computer
2. Fax
3. Copier
4. Beeper
5. TDD equipment

Basic Qualifications

Experience: Minimum one year of experience in property management, preferably federally subsidized housing, coupled with a working familiarity of relevant area social service agencies.

Education/Training: Bachelor's degree or equivalent in field related to human services or management. Certificate of Occupancy Specialist preferred, although certificate can be obtained after hire.

Skills: Requires excellent skills in oral, written and interpersonal communications; also strong skills in basic accounting, budgeting and financial planning. Must be computer literate, especially in relevant software, including spreadsheet. Must demonstrate excellent analysis, problem solving, organization and supervisory skills in the delivery of housing and social services for elderly and physically disabled residents of the facility.

PHYSICAL DEMANDS

How much on-the-job time is spent on the following physical activities?

Amount of time

	None	Under 1/3	To 2/3	Over 2/3
Stand	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Use hands to finger, handle, or feel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reach with hands and arms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climb or balance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoop, kneel, crouch, or crawl	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talk or hear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Taste or smell	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How much lifting does the position require?

Amount of time

	None	Under 1/3	To 2/3	Over 2/3
Up to 10 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 25 pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 50 pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 100 pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Does this job have any special vision requirements? Check all that apply.

- Close vision (clear vision at 20 inches or less)
- Distance vision (clear vision at 20 feet or more)
- Color vision (ability to identify and distinguish colors)
- Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)
- Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)
- No special vision requirements

WORKING CONDITIONS

Check which working conditions the employee is subject to:

Physical Conditions:

- Noise
- Extreme temperatures
- Vibration
- Wet and/or humid

Hazards:

- Mechanical
- Electrical
- Chemical
- Explosives
- Radiant energy
- Burns
- Other

Atmospheric Conditions:

- Fumes
- Odors
- Dusts
- Mists
- Gases
- Poor ventilation
- Other

OCCUPATIONAL EXPOSURE

- Category I - This position has a high probability occupational exposure to Blood Borne Pathogens/Tuberculosis.
- Category II - This position may have occasional exposure to Blood Borne Pathogens/Tuberculosis
- Category III - Exposure to Blood Borne Pathogens/Tuberculosis is unlikely.