



# Director of Housing

Salary: \$72,616 - \$107,296



ARIZONA BEHAVIORAL HEALTH CORPORATION

— Phoenix, Arizona —



## THE ORGANIZATION

Arizona Behavioral Health Corporation's (ABC) mission is to provide quality affordable housing and supportive services for individuals and families with behavioral health needs and others with similar housing challenges in Arizona. ABC is proud of its 20-year history of partnering with the community to end homelessness by housing the most vulnerable populations. As a HUD grantee and an administrator of state funded housing programs, ABC is responsible for housing over 3,700 people, including 325 families with children and 130 veterans. Over 1,700 of the individuals and families in our housing programs are considered chronically homeless, which increases the difficulty of locating and maintaining housing.

ABC primarily houses individuals determined to be seriously mentally ill and has developed a specialized housing effort that is unique compared to Section 8 and other housing programs. Stable housing provides an environment where individuals can reunite with families, seek and receive appropriate supportive services, and have a safe place to live. This also serves to reduce the cycle of jail and emergency room visits which can create trauma. The housing services ABC provides are not just humane, but are also clinically indicated and statutorily mandated. A safe place to eat and sleep is what most of us take for granted.

Providing this basic service to homeless individuals is nothing short of life saving, while also reducing the costs to society. It is truly amazing to see the profound impact these programs can have on the participants' quality of life. A collaboration between ABC and other housing agencies, the Maricopa Regional Continuum of Care (MRCoC), the Arizona Department of Housing (ADOH), the Arizona Health Care Cost Containment System (AHCCCS), Arizona's Medicaid Agency, Regional Behavioral Authorities (RBHAs), local municipalities, property owners, investors, property management companies, supportive service agencies, among other stakeholders provides our communities with an opportunity to end homelessness in Arizona.

ABC administers the following housing programs and related services:

- HUD Housing Programs (CoC) – Tenant Based Rental Assistance Programs for homeless individuals diagnosed with a serious mental illness who are currently enrolled in the behavioral health system.
- State Housing Programs – Scattered Sites, Tenant Based Rental Assistance Programs, Mercy Care Scattered Site Program, Coordinated Entry Subsidy Program (CESP), and Arizona Long Term Care Services (ALTCS) Housing.
- Section 8 Mainstream Program – Voucher based housing for persons with disabilities, managed by HOM, Inc.
- Housing Advocacy in a continuous effort across all programs that utilizes a two-prong approach to ensuring quality housing with shorter search times. The Housing Advocate assists individuals that are having a particularly hard time securing a unit through involvement with the actual search process. Housing Advocacy also involves the recruitment and maintenance of landlord participation.



## THE POSITION

The Director of Housing develops, implements, and monitors the operations of ABC's housing programs and related projects. S/he develops and recommends policies and procedures related to program operations with primary responsibility for developing and administering provider contracts related to program operations.

The incumbent will be primarily responsible for overseeing the housing referral and scheduling process; the preparation and administration of program regulations; monitoring provider contracts for compliance related to housing operations; coordinating housing strategies with pertinent local government agencies; overseeing data input and maintenance in the Homeless Management Information Systems (HMIS) database; oversight of grievance and appeals conducted by the Hearing Officer; and reviewing program financial operations in collaboration with the Financial Services department.

The Director of Housing will represent ABC with service providers, the Regional Behavioral Health Authority, the Maricopa County Continuum of Care, case management teams, and pertinent local governmental agencies in the development and implementation of effective housing strategies for disabled populations.

The ideal candidate will enjoy working with an experienced staff that has low turnover, a positive work environment, and a culture built around serving the target populations. Candidates should have a sense of empathy for who the organization serves and be willing to span the gap between housing and behavioral health. ABC is a small organization with substantial assets and will continue to provide housing and an impact of the behavioral health system long-term. The successful candidate will function with considerable independence and supervise staff with similar expectations. The Director of Housing will also participate as a member of the executive Management Team, which is essentially responsible for how ABC operates including the development of personnel policies and procedures.

### ESSENTIAL FUNCTIONS:

- Supervises between 4 - 5 housing program staff that consists of the following positions:
  - » Housing Programs Administrator I
  - » Two Housing Advocate positions
  - » Housing Occupancy Coordinator II
- Coordinates, conducts, facilitates and attends complaints, disputes and formal elevated grievances.
- Monitors Housing programs to ensure HUD compliance.
- Attends the HUD required Continuum of Care monthly meetings.
- Conducts training related activities for community providers.
- Conducts monitoring reviews of contracted housing providers to ensure they are contract compliant to review and evaluate subcontractor's performance, including housing assistance activities, occupancy and other reports, management activities and reports.
- Participates on community wide efforts on ending homelessness for disabled populations.
- Prepares, monitors, and reviews housing operations' programs, budgets, payments and costs, including necessary supporting data.
- Oversees ABC implementation of the local HMIS database.
- Oversees administration, maintenance and support of housing software, HDS, and other software systems in use.
- Oversees and coordinates planning for applications for approved grants and other funding related to housing programs.
- Develops and negotiates contract agreements for contractor housing providers in the implementation of housing programs secured by ABC; coordinates the work of staff, contractors and others related to the administration of housing and prepares cost estimates, operating budgets and other documents as necessary.
- Develops and administers training programs for provider agencies, potential providers and others as it relates to ABC housing programs.
- Evaluates the operations of housing programs or projects, including assessment of tenant, staff and subcontractor satisfaction. Recommends and implements approved modifications to the operations of the department.
- Oversees upkeep of ABC Program Operations manual to ensure relevance and accuracy based on ongoing programmatic changes.
- Develops an information and referral system and provides information to potential applicants, advocates, case managers and providers about the housing programs and other housing resources and acts as a liaison with clinical teams and case managers to assist with the pertinent population's access of housing.
- Coordinates with agencies within the COC and Coordinated Access system to maintain and/or improve referral and housing coordination processes.
- Coordinates referral management meetings to ensure accurate utilization of unit availability.
- Implements State funded housing programs (ex. Arnold vs. Sarn).
- Operates other housing assistance activities as necessary.
- Designs, develops, and maintains the ABC website.
- Attends and represents ABC's interests at all COC meetings including, but not limited to, the COC Board, the COC Committee, Data Subcommittee, PSH Workgroups, and other applicable committees.

## QUALIFICATIONS

ABC is seeking a progressive leader with management experience and a strong background in public housing and rental assistance programs as well as excellent interpersonal skills and the demonstrated ability to work in a team environment. Key qualifications and preferences include:

- **Master's Degree preferred** in Community Development and Planning, Housing, Public Administration or related field and **five (5) years' experience including two (2) years of management experience** with affordable and/or public housing programs. A Bachelor's Degree and five (5) years of experience in a related field may substitute for the Master's Degree.
- Supervisory experience in programs for low income and special needs populations.
- Certified Housing Choice Voucher (HCV) Occupancy Specialist (Preferred).
- Certified Housing Quality Standards (HQS) Inspector (Preferred).
- Certified Homeless Management Information System (HMIS) user (Preferred).
- Capable to produce executive level correspondence, analyze spreadsheets, and produce and review professional level reports with Microsoft Office suite.

## COMPENSATION AND BENEFITS

The salary range is **\$72,616 - \$107,296** with the hiring rate dependent upon the experience and qualifications of the successful candidate. ABC offers employees an attractive benefit package that includes:

- 403(b) retirement program with 5% employer match
- Vacation and sick leave program
- Medical, dental, long-term and short-term disability, long-term care, and health insurance that covers the employee and family and is 100% paid by the employer
- Merit pay, cost of living adjustments, and bonus pay for length of service
- Professional development and training opportunities

## APPLICATION AND SELECTION PROCESS

If you are interested in this exciting and rewarding opportunity to be Arizona Behavioral Health Corporation's next Director of Housing, please submit a cover letter, resume, and six references from former employers via:

<https://executivesearch.cpshr.us/JobDetail?ID=1683>

The first review of resumes will occur on **September 21, 2020** and application materials will be screened based on the qualification criteria outlined in this brochure. Candidates with the most relevant qualifications will be invited to participate in a multi-step interview process.

Contact Information:

**CPS HR CONSULTING**

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