

Job Title: Chief Housing Officer (CHO)

Position Overview:

The Chief Housing Officer (CHO) will play a critical role in the strategic planning, development, and delivery of housing services at The Center. This position is responsible for leading case management and service plan development, ensuring access to necessary resources for clients experiencing housing instability or homelessness. The CHO will work collaboratively with clients, their families, and external partners to facilitate long-term housing solutions, support stability, and promote self-sufficiency through a trauma-informed care approach.

Key Responsibilities:

1. Case Management and Service Plan Development:

- Conduct comprehensive assessments to determine long-term housing needs and service requirements of clients.
- Develop individualized service plans in collaboration with clients and their families, outlining identified challenges, achievable goals, target completion dates, and progress documentation.
- Maintain accurate and up-to-date records for each client, including service plans and progress notes, ensuring all documentation is signed and dated appropriately.
- Provide structured individual counseling, group sessions, and drop-in support aimed at helping clients achieve their goals.

2. Housing Services Delivery:

- Liaise with clients, landlords, and housing agencies to identify suitable rental units, primarily targeting studio and one-bedroom apartments.
- Conduct unit inspections to ensure compliance with safety and suitability standards for clients' needs.
- Guide clients through the rental application process and provide ongoing Tenant-Based Rental Assistance (TBRA) as needed.
- Facilitate security deposit assistance (PHP) and utility funding (STRMU) for eligible clients, particularly undocumented immigrants.

3. Transition to Permanent Housing:

- Assist clients in achieving stable, independent housing within 36 months of program entry.
- Work with clients to identify resources for sustainable housing options, including lease transfers and affordable rentals.
- Monitor and support clients' progress through regular check-ins and assessments to address barriers to successful housing transitions.

4. Supportive Services Coordination:

- Identify and refer clients to internal and external resources for case management, mental health services, substance use support, and other necessary services.
- Ensure clients are linked to healthcare, nutritional counseling, vocational training, and other programs that support independent living and housing stability.
- Collaborate with The Center's Psychiatric Nurse Practitioner and Peer Support Specialist for holistic client care.

5. Promotion of Housing Stability:

- Engage clients in regular evaluations of their housing plans and needs.
- Execute client follow-ups to assess the effectiveness of referrals and services received.
- Encourage community involvement and peer mentoring among clients who have achieved stable housing.

6. Cultural Competency and Inclusivity:

- Advocate for the implementation of a cultural competency, diversity, and inclusion plan for The Center, ensuring it addresses the needs of diverse populations.
- Partner with external organizations to enhance service delivery focused on diversity and equity.

7. Professional Development:

- Participate in training related to trauma-informed practices, cultural competency, and relevant housing policies.
- Stay informed about best practices and emerging trends in housing services and case management.

Qualifications:

- Bachelor's degree in Social Work, Public Administration, or a related field (Master's preferred).

OR

- Minimum of 5 years of experience in housing services, case management, or social services, with a focus on vulnerable populations.
- Knowledge of housing regulations, tenant rights, social services, and available community resources.
- Strong communication skills, both verbal and written; bilingual in English and Spanish preferred.
- Demonstrated ability to work collaboratively with diverse stakeholders and foster an inclusive environment.
- Experience with trauma-informed care and culturally competent practices.