

Housing Program Supervisor

The Housing Program Supervisor is a full time salaried position. The primary responsibility of this position is to oversee and lead the Housing Team. This includes supervision of housing advocates and direct service to victims/survivors of forms of domestic abuse. Housing Program Supervisor is responsible to the Executive Director. This position is based in Story County. Work may occur in any/all areas of ACCESS' service area, including Iowa State University Campus, Boone, Greene, Marshall, and Tama County.

100% of this position is considered direct service in the capacity of serving primary or secondary victims and/or preparing the community to respond effectively to the needs of victims.

This position participates in an on-call response system for domestic abuse victims and survivors during day, evening and weekend hours.

Leadership and Supervision Responsibilities

Provide vision and direction for the Housing Team and housing services.
Ensure that new and current staff have completed orientation and training as appropriate for their position. This includes planning and facilitating ongoing professional staff development opportunities.
Conduct team meetings to ensure that communication is regular and that team goals and survivor needs are met.
Perform day to day supervision and case consultation with staff.
Monitor staff workload distribution, and coordinates adjustments as needed.
Ensure that the On-call calendar, and daily "response" schedule is complete and clear to program staff.
Serve as a liaison between and team and other state program coordinators by attendance at statewide meetings and trainings.
Share team's progress and needs with other teams, in verbal reports at staff meetings, to ensure collaboration and understanding between ACCESS' programs.
Assist the Executive Director in gathering and compiling data and preparing reports associated with the housing team by providing written updates, outlines, or whenever possible, assisting in narrative sections of reports. This includes being a point person for the DVIMs data system.
Serve as the ACCESS' liaison to the Two Rivers Coordinated Entry team, Iowa Homelessness Council and Food Bank of Iowa.

Victim-Centered Responsibilities

Provide assessment of needs to victims/survivors in order to understand the best way to promote safety and healing in the victim's/survivor's life.
Perform crisis advocacy and intervention to assist a victim/survivor in attaining emotional and physical safety.
Provide systems advocacy to reduce barriers and promote victim/survivor connection to essential services. Special focus will be placed on landlord relationships, section 8, and other housing systems.
Provide individual and/or group counseling to victims/survivors.
Provide information and referral to victims/survivor to increase their connection to resources and support.
Provide assistance to family members and supports of the victim/survivor when impacted by the abuse, including all forms of advocacy listed above when appropriate.

Program, Administrative & Educational Responsibilities

Maintain client records and files.
Share office support duties with other housing staff members.
Attend and participate in community councils, coalitions, and meetings.
Maintain a professional and positive attitude in all interactions while representing ACCESS.
Network and collaborate with local, regional and statewide victim service providers.
Collect and report on statistics of victim service and program/education provision.
Other duties as assigned.

Expectation of Continued Learning

Attend relevant conferences and trainings.
Remain current on housing and crime victim services research.
Remain current on agency policies, personnel practices, and continue to build skills as a supervisor.
Gain understanding of special populations as applies to service provision, including but not limited to rural victims, youth victims, immigrant/international victims, elder victims, male victims, LGBT victims, and various other populations.
Remain current and informed of systems that a victim/survivor may need to navigate such as housing referrals, landlords, civil/criminal legal systems, Iowa State University systems, and services that offer emergency assistance.
Remain current on trends of best care and intervention with victims/survivors of domestic abuse.
Remain informed on legislative issues. Keep current on changes in the Iowa Code.

Qualifications

The ideal candidate will have a proven ability to navigate evolving social climates while providing client centered care. They will be committed to completing tasks in a fast-paced environment and able to support diverse clientele while maintaining an understanding of available resources. ACCESS staff should be empathetic, inclusive and non-judgmental. Service provision should focus on the self-determination and empowerment of the victim/survivor. This position provides an opportunity to engage with community members, victim service agencies, coalitions, as well as state and local systems. We are seeking candidates who excel in:

- Supervising staff and volunteers
- Writing for reports and grants
- Client centered care
- Relationship-building with diverse populations
- Managing multiple projects
- Thinking outside the box and finding creative solutions

Due to the on call duties of this position, candidates must be able to maintain an hour response time when driving from home. Providing services across multiple counties requires that this position have a valid driver's license, a good driving record according and ongoing access to a reliable and insured personal vehicle, or ability to acquire these within the first month of hire. As part of the hiring process we complete a background check. Not all results are disqualifying and we encourage candidates to discuss potential findings with hiring personnel.

Upon hire, all staff must successfully complete the 32-hour ACCESS victim advocacy training and continued training as needed/requested to maintain IowaCASA requirements and to meet the requirements of Chapter 915.20 of the Iowa Code.