

Classification Description



Title: Supportive Housing Services Manager
Department: Housing
Job Code: 1440
Pay Grade: S
FLSA Status: Exempt

Bargaining Unit: Non-represented
Established: 5/2025
Revised:
EEO Category: Professionals, Officials and Administrators

CLASSIFICATION DESCRIPTION

The Supportive Housing Services (SHS) Manager leads the SHS division in Metro's Housing department. This position develops and executes program policy to regionalize a homeless system of care, leads the division that provides oversight and accountability for the SHS fund and co-develops and implements internal division budget.

DISTINGUISHING FEATURES

This is a single classification and is not part of a classification series.

DUTIES AND RESPONSIBILITIES

1. Provides strategic leadership and vision in the implementation and oversight of supportive housing services across the region including working closely with internal and external stakeholders.
2. Directs the development and implementation of policies, procedures, and performance standards within the SHS division.
3. Leads the development of policy, budgetary and strategic direction for staff assigned to the housing policy committee work.
4. Provides direction to create internal and external processes and procedures that regionalize a homeless services system of care that includes providing technical assistance, training and other external facing functions for partners and providers across the Metro region.
5. Assigns and coordinates the division's daily work activities. Meets with project teams to discuss issues and decides appropriate course of action. Ensures priority needs are addressed, and projects and program areas are meeting schedules and budgets.
6. Provides supervision over supervisory, professional and technical positions with responsibility for hiring, promoting, transferring, assigning, evaluating performance, initiating salary action, handling grievances, disciplining, and discharging employees.
7. Prepares and executes contracts and inter-governmental agreements; ensures federal, state, and local contract requirements are met and contracts meet project goals.
8. Directs budget development and administration for SHS division; oversees and manages quarterly and annual budget update processes.
9. Responds to questions and concerns regarding issues relevant to homeless issues. Develops required information and prepares reports presenting issues and recommendations to Department Director, Executive Officer, and other organizations.

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It is the responsibility of all Metro employees to:

1. Actively participates on committees and/or attends meetings as assigned.
2. Fulfills Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability.
 - Builds and maintains positive relationships and contributes to a positive team atmosphere; engages others in ways that foster respect and trust.
 - Encourages and appreciates diversity in people and ideas – seeks to understand the perspectives of others.
 - Provides excellent customer service – assists the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations.
 - Practices continuous improvement - researches new possibilities, contributes ideas and stays current in field of work.
 - Demonstrates sustainable practices in applicable field and generally for resource use and protection.
 - Works assigned schedule (if applicable) and exhibits regular and predictable attendance.
 - Works in a safe manner and follows safety policies, practices and procedures.
 - Complies with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate.
3. Performs assigned duties during an emergency situation.
4. Performs other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

- Bachelor's degree in public administration, business administration, finance, urban planning, community development, or a related field, and
- Five (5) years leading or supervising people, or
- Any combination of experience, education and training which provides the equivalent scope of knowledge, skills and abilities necessary to perform the essential job duties.

Preferred:

- A minimum of one (1) year providing executive leadership.
- Three (3) years project management experience in homeless services.

Knowledge, Skills and Abilities:

- Knowledge of principles and practices of Housing Services program development and administration.
- Knowledge of public policy development, processes, and practices.
- Knowledge of principles and practices of budget preparation and administration.

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- Knowledge of organizational and management practices as applied to the analysis and evaluation of programs, policies, and organizational needs.
- Knowledge of pertinent federal, state, and local laws, codes, and regulations.
- Knowledge of working with diverse and marginalized communities.
- Skill to effectively administer a variety of Housing Services programs.
- Skill to navigate challenging conversations and negotiations, involving executive and political level leadership.
- Skill to identify complex problems and review related information to develop and evaluate options and implement solutions.
- Skill to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Ability to gain cooperation through discussion and persuasion.
- Ability to select, lead, supervise, train, and evaluate staff.
- Ability to prepare a complex budget.
- Ability to communicate effectively orally and in writing.
- Ability to be flexible and creative to ensure projects move forward and are completed on time.
- Ability to manage complex, politically sensitive projects with many stakeholders holding diverse perspectives.
- Ability to effectively manage multiple complex tasks and successfully meet competing deadlines.
- Ability to maintain confidentiality.
- Ability to perform essential duties and responsibilities.
- Ability to perform (with or without a reasonable accommodation) the physical demands in the work environment and operate the tools and equipment.
- Ability to successfully pass the background check and screening requirements if required for the position.
- Ability to possess a current driver's license and driving record sufficient to be insured by Metro insurance carrier if required for the position.

SUPERVISION RECEIVED

- Supervision is received from Director of Housing.

SUPERVISION EXERCISED

- Full supervisory authority to hire, transfer, suspend, lay off, recall, promote, discharge, assign, reward or discipline, or to adjust grievances.

TOOLS AND EQUIPMENT USED; PROTECTIVE CLOTHING

- All standard office equipment, hardware and software is used.

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WORK ENVIRONMENT

- Work is generally performed in an office environment, with frequent interruptions and irregularities in the work schedule.
- Travel and evening meetings may be required.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential duties.