

## The Opportunity

- The Baltimore Regional Housing Partnership (BRHP), which operates the Baltimore Housing Mobility Program, is a 501(c)(3) that assists over 4,000 qualified families in moving from areas of concentrated poverty and obtaining quality and affordable housing in communities with strong schools, low crime, and ample job opportunities in high opportunity areas within Baltimore City and Anne Arundel, Baltimore, Carroll, Harford, and Howard Counties.
- BRHP seeks a Counseling Supervisor who supports BRHP's mission and purpose and will provide effective supervision and guidance to counseling staff, along with excellent customer service to a diverse client population. This supervisor will ensure that counselors who focus on families that have recently moved, are meeting and/or exceeding performance in their counseling function according to BRHP's Administrative Plan, U.S. Housing and Urban Development (HUD) regulations, the Thompson settlement agreement, and other state and local requirements. The position requires someone that has the ability to serve as an organization-wide leader and competencies in both organizational macro-level and client micro-level matters.

## Essential Duties and Responsibilities

*The below statements are intended to describe the general nature and scope of work for the Counseling Supervisor. This is not a complete listing of all responsibilities, duties, or skills required.*

- Lead and supervise team of up to 5 staff in providing high quality counseling services for clients
- Determine staff training needs; provide appropriate training and coaching to improve performance.
- Assist in recruiting, selecting, and training new hires as well as approve or deny time off requests and weekly approval of team schedules in consultation with the Counseling Director and Managing Director.
- Monitor and approve staff timesheets, performance plans, evaluations and disciplinary actions
- Schedule and manage weekly team meetings relaying team targets and suggesting shifts in individual duties to meet program needs
- Ensure compliance with BRHP's Administrative Plan, Standard Operating Procedures, HUD Regulations, and the Thompson settlement agreement
- Track counseling efforts for quality and efficiency; identify trends among client needs that can inform organizational operations
- Provide recommendations for enhancements to the Efforts to Outcome (ETO) software platform
- Ensure staff provides professional and comprehensive customer service to internal and external customers including co-workers, client participants, landlords, and partner organizations
- Evaluate procedures and processes to provide recommendations for program excellence
- Promote open communications within teams and between units
- Analyze productivity patterns and anticipate team and program needs with full management team
- Provide mediation for escalated landlord/tenant disputes
- Other duties as assigned

## General Requirements

- Honesty and integrity
- Strong work ethic
- Professional behavior and respect for colleagues, clients and external partners
- Collaborative, supportive approach to work, open-minded to learning new process with an ability to manage change
- Ability to work in a fast-paced, team environment
- Ability to handle and prioritize multiple projects, deadlines, and excellent time management
- Experience working with a diverse population
- Sense of humor
- Track record of reliable attendance and punctuality

## Required Knowledge & Skills

- Ability to effectively supervise, coach and motivate staff
- Ability to gain thorough knowledge of and to interpret and implement BRHP's policies and procedures
- Ability to act as a representative of BRHP to the public
- Experience providing effective, direct counseling services to low-income clients
- Excellent interpersonal, mediation, counseling and communication skills (written and oral)
- Excellent customer service and organizational skills
- Strong attention to detail

## Required Qualifications

- Bachelor's degree from a regionally accredited institution in Social Work, Counseling, Psychology, Behavioral or Social Science or a closely related field; 3 years of work experience providing direct counseling services to a diverse client population; and
- 3 years of supervisory experience for a public agency or nonprofit organization, or related experience in direct social services field
- Valid Maryland driver's license and automobile insurance required, must be willing to travel

## Preferred Qualifications

- Master's degree from a regionally accredited institution in Public Health or Social Science
- Licensed Social Worker
- Certification in Trauma Informed Care
- Certification in Financial Literacy Education
- Prior experience working with a Housing Choice Voucher program or other affordable housing program
- Knowledge of Efforts to Outcomes, SharePoint, and Yardi software

### How to Apply

- Submit a cover letter and resume tailored to the Counseling Supervisor opportunity to [resumes@brhp.org](mailto:resumes@brhp.org)
- For more information about the organization, visit [www.brhp.org](http://www.brhp.org)
- Job Type: Full-time
- Salary: \$55,000-\$60,000 annually