

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 Director who cares about providing the best service to low-income families and is passionate about developing upward mobility. Reporting to the Managing Director of Program Administration, the Counseling Director will be tasked with supervising approximately 9-11 employees responsible for the pipeline of pre-counseling, the housing search and landlord outreach team, voucher issuance, and post-move counseling.

Essential Duties and Responsibilities

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

- Oversee housing mobility counseling services for applicants and participants
- Develop and implement high quality counseling programming that will be offered to applicants and participants
- Ensure compliance with BRHP's Administrative Plan, Standard Operating Procedures, and HUD regulations
- Strengthen strategic partnerships with local government, non-profit, and social service providers throughout the Baltimore region
- Effective management and supervision of professional counseling staff by monitoring, coaching, evaluating performance improvement
- Support for internal initiatives and development of continuing process improvements
- Coordinate seamless client service delivery with other internal teams, including Housing Choice Voucher program staff and Inspections team
- Provide mediation for escalated landlord/tenant disputes
- Contribute to identification and implementation of best practice housing mobility counseling and economic empowerment services and suggest improvement strategies
- Participate in regional and national studies and conferences advocating for increased housing mobility services
- Monitor and approve staff timesheets, performance plans, evaluations and disciplinary actions
- Provide recommendations for enhancements to client tracking software platform
- Assist in recruiting, selecting, and training new hires
- Schedule and manage weekly team meetings relaying team targets and suggesting shifts in individual duties to meet program needs
- Perform 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

- Commitment to BRHP's mission and purpose
- Ability to act as a representative of BRHP to the public
- Willingness to handle problems until they are resolved
- Excellent external and internal customer service skills
- Excellent written and oral skills
- Strong judgment, reasoning, time management and organizational skills
- Strong attention to detail
- Ability to respect privacy and confidentiality of client information and files
- Facility with spreadsheets and databases
- Proficient in Microsoft Office (particularly Excel and PowerPoint), Yardi, SharePoint, or equivalent applications

Qualifications

- Master's degree from a regionally accredited institution in Public Administration or Social Science
- Licensed Clinical Social Worker (LCSW)
- At least five years of management experience in social services, including direct supervision of staff and providing direct services to low-income families

Preferred Qualifications

- Prior experience working with a Housing Choice Voucher program, other affordable housing program, or other social service
- Understanding of the Baltimore region, including government, non-profit, and social service organizations
- Prior experience connecting low-income families to high quality housing opportunities
- Experience in start-up organizations and change management

How to Apply

- Submit a cover letter and resume tailored to the Counseling Director opportunity to resumes@brhp.org
- For more information about the organization, visit www.brhp.org

- Job Type: Full-time
- Salary: \$67,000-73,000