

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 Pre-Counseling Supervisor who cares about providing the best service to low-income families and whose duties include monitoring counseling staff to ensure they are meeting and/or exceeding BRHP performance standards in accordance with the Program's administrative policies and procedures. The Pre-Counseling Supervisor will support BRHP's mission, vision, and values by providing effective supervision to the post-counseling team and excellent customer service to a diverse client population. Conducting all job functions according to BRHP's Administrative Plan, Housing and Urban Development (HUD) regulations, the Thompson settlement agreement, and other state and local requirements, the position requires someone that can serve as an organization-wide leader and demonstrate competencies and values of BRHP.

Essential Duties and Responsibilities

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

- Lead and supervise a team of 3-5 counselors in providing high quality counseling services for clients
- Ensure compliance with BRHP's Administrative Plan, Standard Operating Procedures, HUD Regulations, and the Thompson settlement agreement
- Track counseling efforts for quality and efficiency
- Determine staff training needs; provide appropriate training and coaching to improve performance
- Monitor and approve staff timesheets, performance plans, evaluations and disciplinary actions
- Provide recommendations for enhancements to the Yardi and SharePoint software platform
- Ensure staff provides professional and comprehensive customer service to internal and external customers
- Monitor counselor workflow of housing assistance requests
- Track and prioritize internal referrals to Project Based Voucher properties
- Customize counselor follow-up of Individual Training Plans
- Approve applications requests for financial assistance for supplemental program offers
- Approve requests for security deposit loans and draft repayment agreements
- Provide long-term client needs assessment follow-up
- Approve voucher extension requests
- Track and analyze reports of neighborhood discrimination move suppression

- Provide excellent customer service to participants, landlords, co-workers, clients and vendors
- Evaluate procedures and processes to provide recommendations for program excellence
- Promote open communications between teams, departments and divisions
- 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
- Analyze productivity patterns and explain anticipated needs with management team
- Perform other duties as assigned

General Requirements

- Honesty and integrity
- 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
- Track record of reliable attendance and punctuality
- Strong work ethic
- 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

Pre-Counseling Supervisor Required Knowledge & Skills

- Ability to effectively supervise, coach and motivate staff
- Ability to gain thorough knowledge of BRHP's policies and procedures
- Ability to act as a representative of the Baltimore Regional Housing Partnership to the public
- Experience providing effective, direct counseling services to low-income clients
- Ability to interpret and implement regulations pertaining to the program
- Excellent interpersonal, interviewing, counseling and communication skills
- Excellent customer service and organizational skills
- Careful attention to detail

Qualifications

- Bachelor's degree from a regionally accredited institution in Social Work, Counseling, Psychology, 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 related experience in social service or community service field
- Valid Maryland driver's license and automobile insurance required

Preferred Qualifications

- Master's degree from a regionally accredited institution in Public Administration or Social Science
- Licensed Social Worker
- Prior experience working with a Housing Choice Voucher program or other affordable housing program
- Knowledge of Efforts to Outcomes and Yardi software

How to Apply

- Submit a cover letter tailored to the Pre-Counseling Supervisor opportunity and resume to resumes@brhp.org.
- For more information about the organization, visit www.brhp.org
- Job Type: Full-time
- Salary: \$47,000-\$50,000 annually