

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 transitioning 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.
- Reporting to the Executive Director, the Managing Director of Program Administration will be responsible for the Housing Choice Voucher and Counseling functions at BRHP overseeing the administration of the housing mobility program inclusive of the waitlist, counseling pipeline, eligibility, voucher issuance, recertification, and post-move counseling, in addition to several newer initiatives related to emergency rental assistance, asset building, and a demonstration linking health and housing. The Managing Director of Program Administration works in tandem with the Managing Director of Operations and Program Evaluation.

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.

- Support and advise the Executive Director on the program related work of BRHP
- Responsibility for overseeing and assisting in the work of a team of roughly 25 staff, providing and cultivating effective leadership and management; supervising three to four direct reports
- Lead regular team meetings
- Collaborate with management team to strategize and problem solve
- Ensure effective implementation of BRHP policies and procedures across units
- Ensure BRHP creates and submits program related plans, reports and data to HUD, HABC or to other stakeholders timely and accurately
- Track Federal regulatory process and advise management team on regulatory landscape and opportunities
- Identify opportunities to deepen or broaden program offerings
- Regularly engage BRHP staff and clients to solicit periodic feedback while managing the support for internal initiatives and development of continuing process improvements to our customers
- Share in knowledge dissemination, reporting and communications
- Represent BRHP in consulting engagements, industry group conferences, professional associations and public convenings to identify best practices in the delivery of client services and develop effective strategies to implement similar practices at BRHP
- Implement both long-term and short-term programmatic priorities of the agency
- Assist with orientation and training of new staff on Counseling and Housing Choice Voucher teams
- Ensure regulatory compliance with all governing regulations, including, but not limited to the Violence Against Women Act, Fair Housing Act, and requests for Reasonable Accommodations

- Collaborate closely with Operations, Finance, and Communication teams
- Liaise with staff from HABC
- Respond to court subpoenas as needed
- Perform other duties as assigned

General Requirements

- Collaborative, supportive approach to work, open-minded to learning new process with an ability to manage change
- Honesty and integrity
- Strong work ethic
- Professional courtesy and respect for colleagues, clients and external partners
- 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
- Track record of reliable attendance and punctuality
- Sense of humor

Required Knowledge & Skills

- Commitment to BRHP's mission and purpose
- Ability to gain thorough knowledge of BRHP's policies and procedures and HCV administration and regulations
- Ability to act as a representative of BRHP to the public
- Ability to make difficult decisions and understand the impact of those decisions on staff, stakeholders, overall work, strategy, and/or budgets
- Prior experience managing teams and directly supervising staff
- 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
- Ability to work within a customer relationship management database
- Housing Choice Voucher Program Certification
- Proficient in Microsoft Office (particularly Excel and PowerPoint), Yardi, SharePoint, or equivalent applications

Qualifications

- Bachelor's degree required and master's degree preferred, from an accredited university in the field of social services, public policy, or business administration

- Demonstrated 7+ years of experience in social services or social justice field and cultural competency in providing direct services to high need individuals and families

How to Apply

- Submit a cover letter and resume tailored to the Managing Director of Program Administration opportunity to resumes@brhp.org
- Applications will be reviewed on a rolling basis
- Job Type: Full-time
- Salary: Commensurate with experience
- For more information about the organization, visit www.brhp.org

Please Note: Though we are currently operating under a hybrid work model, an onsite/in office presence is required. In addition, under the guidance of the Equal Employment Opportunity Commission (EEOC) on workplace COVID-19 vaccination policies and in accordance with BRHP's duty to provide and maintain a workplace that is free of known hazards to protect the health of our employees, their families and our customers, BRHP requires employees to provide proof of the COVID-19 vaccination when asked. Effective July 1, 2021, newly hired employees must provide proof of the COVID-19 vaccination (including initial doses or booster) at Onboarding or within 30 days of the hire date. Only an approved reasonable accommodation will be accepted to be exempted from this requirement for newly hired employees. If proof of the COVID-19 vaccination is not provided at or before Onboarding, then a negative COVID-19 test taken within the last 72 hours must be submitted on your first day in the office.