



**JOB TITLE: Housing Access Manager**

**West Mountain Regional Health Alliance**

**LOCATION: Third Street Center, Carbondale**

**EFFECTIVE DATE: 03/10/23**

**FLSA: Exempt / Nonexempt**

**REPORTS TO: Executive Director**

**Salary Range: \$65,000 to \$75,000**

**To apply, please email Namrata Shrestha, Assistant Director at [nshrestha@mountainfamily.org](mailto:nshrestha@mountainfamily.org) your cover letter, resume, and three professional references.**

#### **POSITION SUMMARY**

The Housing Access Manager (HAM) helps to build community will and provider capacity to end homelessness in the West Mountain Region (Pitkin, Garfield and Eagle Counties). To this end, the HAM develops, manages, and evaluates all components of the West Mountain Regional Health Alliance's - Valley Alliance to End Homeless (VAEH) in alignment with the Built for Zero framework. The HAM is responsible for the collection, analysis and reporting of the region's Homelessness Management Information System (HMIS) and Built for Zero data. This position is responsible for partnering with Coordinated Entry Services to strengthen the work of homeless and housing initiatives throughout the region.

#### **SUPERVISORY RESPONSIBILITIES**

- Recruits, interviews, hires, and trains new staff.
- Oversees the daily workflow of Housing & Homelessness for the VAEH.
- Provides constructive and timely performance evaluations.
- Handles discipline and termination of employees in accordance with company policy.

#### **ESSENTIAL DUTIES/RESPONSIBILITIES (Listed in descending order of importance)**

##### **A. Objectives of the Role**

- Understands and can clearly articulate the mission of WMRHA.
- Promotes community-wide commitment to the goal of ending homelessness using the Built for Zero framework.
- Facilitates the collective impact work Valley Alliance to End Homelessness (VAEH) through program and system strategy, program design and development, and coalition management.
- Develops and manages capacity-building efforts to equip homeless service providers and other community stakeholders to end homelessness through data-driven collaboration and the use of best practices.
- Coordinates communication with VAEH members to facilitate decision-making, problem solving, and



collaborations among stakeholders.

- Provides subject matter expertise and guidance, technical competency, and administrative support in VAEH meetings of the Board, Committees, workgroups, and task forces.
- Consults with relevant Committees, members of the housing and homeless to recommend performance targets measurement.
- Monitors, evaluates and reports on performance outcomes of collaborative projects.
- Develops quality improvement processes to enhance program and system outcomes in addressing homelessness.

## **B. Something important**

- Coordinates with external partners to provide leadership and support of Coordinated Entry
- Ensures alignment of partners, efforts and collaborative funding requests.
- Oversees collaborative funding development.
- Develops draft priorities for homeless and housing funded projects, including but not limited to development and use of objective scoring criteria, informed by public input.
- Ensures funding requirements for application submissions and performance reporting are met.

## **REQUIRED SKILLS/ABILITIES**

- Plan, organize and promote homelessness strategies, programs, and related activities.
- Maintain a solutions-focused approach to complex, high-barrier cases.
- Strong writing, reading, listening, and speaking communications skills.
- Able to set and observe appropriate boundaries with clients.
- Possess well-developed, decision-making skills, attention to detail with a high level of accuracy.
- Strong facilitation skills including critical thinking, question asking, ability to face challenges.
- Ability to excel in a diverse, collaborative team environment.
- Possess a high level of interpersonal skills to handle sensitive and confidential client, donor, and employee information and situations.
- Ability to multi-task and remain calm in demanding and unpredictable situations.
- Possess ability to understand various homeless service operations and procedures.
- Able to maintain a professional, customer service-oriented attitude always.
- Display a high level of initiative, effort, and commitment towards completing assignments efficiently.
- Possess excellent time management skills and the ability to work with minimum supervision.
- Experience in system building work.
- Ability to move between the strategy and operation.

## **JOB QUALIFICATIONS**

- Understanding of human service delivery systems and funding requirements.
- Participating on, building and/or leading a coalition.
- Prior work within or adjacent the homeless services delivery system.
- Public speaking, meeting management and facilitation.



- Working on a small but mighty team.
- Physical Requirements and Workplace Environment
  - a. Must pass a criminal background check.
  - b. Annual Flu vaccine required. Employer will provide.
  - c. Obtain PPD for tuberculosis (annually if provider). Employer will provide.
  - d. Obtain vaccine records for MMR, Varicella, T-DaP, Hep B and COVID-19. Employer will provide.

**MISCELLANEOUS DUTIES AS ASSIGNED**

Perform such other duties or projects as determined by this position’s supervisor.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related duties requested by their supervisor.

My signature below indicates my understanding of the requirements, essential functions, and duties of the position.

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Signature

Date