



Affordable Housing Services Manager

About CommunityWorks

CommunityWorks was established in 2008 as a partnership between the City of Greenville, the United Way of Greenville County and Greenville County Redevelopment Authority. This group worked together to support affordable housing and community development as a critical vehicle for fostering stable families and healthy communities. Since that time, CommunityWorks has transformed into a non-profit financial organization and certified Community Development Financial Institution (CDFI) that is committed to empowering people to become financially stable through financial education, lending and investing.

The organization has created a safe place for people and entrepreneurs in the Upstate community and throughout South Carolina to access financial coaching, connect with one-on-one business coaching, access loans to build their small business or develop affordable housing, and build their credit and assets. CommunityWorks empowers families, individuals, and businesses to become financially secure by focusing on financial education and providing tools that enable families to seek solution strategy in achieving economic independence.

Since its inception, CW has generated over \$221 million in local economic impact and has provided 33,990 hours of training and coaching, connected 544 first time homebuyers with down payment assistance, provided over \$3.9 million loans to startups and existing small businesses, and dispersed \$6.3 million in affordable housing and community loans that have created or preserved over 330 affordable housing units.

Diversity, justice, and inclusion are key values within CommunityWorks. We are committed to building and sustaining an inclusive, equitable working environment for our staff. We believe every member of our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, and discover, design, and deliver solutions.

Position Summary

Under the supervision of the CPO, the Affordable Housing Services Manager is responsible for overseeing the overall coordination, management, and continual development of programming and supportive services for CW's Homebuyer Assistance (HBA) program. Additionally, the Affordable Housing Services Manager will actively identify opportunities for program growth, develop strategic partnerships and assist in seeking out funding opportunities specific to economic mobility. By providing efficient leadership, setting departmental goals, tracking program outcomes, exercising departmental collaboration, and adjusting program direction to maximize services and linkages, the Affordable Housing Services Manager will ensure that families will achieve and maintain self-sufficiency.

Key Responsibilities

HBA Program Management and Development

- Oversee day-to-day operation of the HBA program, ensuring affordable housing families are served with high quality and individualize support.
- Work with grant writing team to identify and apply for new sources of funding to further the impact of the HBA program; assist in developing grant reports and applications.
- Lead the ongoing growth and development of the HBA program. Maintain awareness of community needs, working to adjust service delivery to match anticipated and demonstrated gaps. Maintain program alignment with industry best practices.
- In collaboration with the CPO, monitor program activities in relation to grant and agency requirements; facilitate grant monitoring and audits as they relate to Affordable Housing funding sources and contracts.
- Ensure that all grant required documentation is collected and maintained appropriately and that all files are current and compliant with contractual obligations.
- Manage a variety of relationships with community partners, oversee the agency's work in various collaborations that pertain to Affordable Housing communities, and represent the agency in community meetings.
- Assist underwriting down payment assistance and other loan and grant related activities

Supportive Services

- Develop an individualize service plan and goal sheet for each client-family and conduct monthly family meetings to facilitate progress.
- Coordinate resources referrals to ensure economic mobility and successful transition to self-sufficiency.
- Manage and maintain appropriate records and complete all relevant agency/program forms, doing so in a confidential and professional manner.
- Be responsible for timely entry of case notes, services, and client information into required data base systems.
- Monitor all program expenses; seek approval for expenses from CPO
- Oversee and maintain program compliance by performing audits and using reports. Maintain required reports and statistics; prepare reports on a monthly and annual basis as required.
- Work with management to actively seek strategies to develop, fund, and expand programs.

Property Management Coordination

- Provide initial home orientation and tenant education to ensure tenant understands compliance lease terms and preventative maintenance.

- Conduct monthly home visits to ensure that the home is maintained, to check for potential lease violations and to increase communication between family and on-site management team.
- Assist on-site management team document collection at recertification, and lease compliance.
- Oversee and maintain program compliance with multiple funding sources by performing audits and using reports to monitor compliance.
- Be familiar with current contracts, grants, and regulations as they relate to special needs housing programs. Implement policy and programmatic changes as needed.
- Oversee the lease up and termination of assistance with staff and community partners to assure that available rental subsidies are utilized in timely fashion by qualified applicants.
- Work with community partners and clients to promote client housing stability.
- Develop and implement innovative solutions to client, landlord and other programmatic problems.

Additional Duties

- Report success stories, progress, statistics as requested by management
- Attend all staff and community meetings

Requirements

- Proven successful track record in Housing Management.
- Minimum of 3-year management responsibility.
- Extensive experience of working in a continuous improvement environment.
- Time management and prioritization skills
- Excellent communication skills (both written and oral), including the ability to adapt communication style/methods to target audience.
- Highly developed analytical, numeracy, literacy, and problem-solving skills
- Performance and person focused.
- Motivation and enthusiasm.
- Understanding and appreciate of customer care
- Team player
- Ability to work under pressure

To apply, please e-mail a cover letter and resume to careers@cwcarolina.org