

# **JOB DESCRIPTION**

Tenfold

## **Job Title: Rental Stability Network Program Manager**

**A. Basic Function:** This is a new position within the organization; the successful candidate will work collaboratively with the Housing Rights & Resources team to develop, launch, and manage a Risk Mitigation and Mediation Program in York City and County. Works to build strong relationships with social service providers in the region and establish Tenfold as the trusted partner for landlord engagement. Handles intakes of program applications, manages program data to determine effectiveness, and provides regular reporting on program metrics. Oversees the Mediation Housing Counselor (MHC).

### **B. Essential Functions**

1. Develop and maintain marketing and program materials for this new program.
2. Spreads information about this program to program stakeholders, including housing providers and social service providers, in coordination with HRRC Director and Director of Communication.
3. Reviews program applications for eligibility. Coordinates intakes and regular contacts through housing search process. Attends lease signings and walk-throughs. Performs regular check-ins and communicates with landlords, social service supports, and program participants.
4. Provide referrals to Mediation Housing Counselor as appropriate. Oversees MHC caseload and responsibilities.
5. Provides fair housing workshops on variety of topics to multiple audiences; including housing providers, tenants, and social service providers.
6. Reports program data regularly to HRRC Director and funders, making recommendations about programmatic changes and updates as needed.
7. Attends regular HRRC meetings and York Coalition meetings.
8. Other duties as assigned.

**C. Supervision Exercised:** Oversees Mediation Housing Counselor

**D. Supervision Received:** Responsible to the HRRC Director

### **E. Minimum Knowledge, Skills, and Abilities**

1. Bachelors degree with minimum 2 years of experience in related work.
2. Excellent attention to detail and organizational skills
3. Strong aptitude for program evaluation and data tracking.
4. Excellent communication skills, both interpersonally and in a group setting.

5. Demonstrated high proficiency and experience in all computer functions, especially Excel, Word, Powerpoint, Outlook, and Teams required, and willingness to learn client management software systems
6. Demonstrated ability to prioritize and work flexibly and efficiently – producing high quality work and meeting deadlines.
7. Self-motivated with ability to manage own workload and take initiative in carrying out responsibilities
8. Ability to interact professionally with various colleagues, community members, and housing providers to resolve questions, issues, or problems that arise within this program.
9. Sensitivity to cultural and socioeconomic characteristics of populations served
10. Commitment to supporting and fostering Tenfold’s mission and service philosophy, including Core Values of empowerment, innovation, diversity, equity and inclusion, teamwork and integrity.
11. Ability to work collaboratively
12. Experience working in York City and County.
13. Capacity to maintain confidentiality and appropriate professional boundaries
14. Ability to speak Spanish preferred.

**F. Time Requirements**

This is a regular full time position working 40 hours per week. Some evening hours may be required.

**G. Classification:** This position is classified as non-exempt from overtime, and compensation is paid on an hourly basis.

**H.** The above is intended to describe the general content of, and requirements for, the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understand the responsibilities and requirements of this position for which I have been employed by Tenfold.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Equal Employment Opportunity*

Tenfold is an equal opportunity employer and does not discriminate on the basis of race, gender, disability, ethnicity, religion, sexual orientation, national origin, age, citizenship, veteran status or genetic information.

*Americans with Disabilities Act*

Applicants as well as employees who are or become disabled must be able to perform the essential duties and responsibilities either unaided or with reasonable accommodation. The agency shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.