



<b>Department:</b> Community Services	<b>Job Description</b>
<b>Job Description Title:</b> Housing Program Manager	<b>FLSA Status:</b> Exempt
<b>Accountable To:</b> Housing Department Director	<b>Position Status:</b> Full Time / Grade 14 / \$23.25 ph
<b>Prepared By:</b> ED	<b>Revision Date:</b> December 8, 2025

## **CAPNM is an Equal Opportunity Employer**

### **Job Summary:**

This position works closely with the Department Director to manage the programs and other services offered to participants within the department. The Housing Program manager will be knowledgeable of the policies and procedures for both Section 8 and Emergency Housing programs. Maintain active Field Agent or Housing Navigator caseload that includes working with households that are low-income, and/or are experiencing housing instability. The Housing Program Manager will be able to determine eligibility of households whom will participate in all housing programs. The Housing Program Manager is responsible for education and advocacy about the programs, community outreach, providing admissions procedures, performing intakes, monitoring clients' progress and needs, accessing and linking clients to community resources, and helping clients to successfully transition to permanent, stable housing. The Housing Program Manager will also be responsible for documenting case notes and program activities, entering data and preparing monthly reports, tracking financial data, and assisting with annual program progress reports. Protects Agency interests by adhering to established compliance standards.

### **Essential Duties and Responsibilities:**

- Provide housing service coordination to households currently in the Housing Programs. Housing service coordination includes but is not limited to: screening, intake, recertification, assessment, service plan development, monitoring, linkage to appropriate community resources, follow up, appropriate progress tracking, assistance with independent living skills, case management, Tenancy Support Services, etc.
- Implement and maintain department policies.
- Supervises and train appropriate staff (i.e. Section 8 Field Agent(s), Admin Assistant(s), etc.)
- Fulfill supervisor duties for Community Services Department when department director is not available.
- Caseload may include complex cases and high needs clients.

- Assist participants in completing lease agreements and obtaining other supportive documents such as identification, social security cards, and applications for relevant social service or other housing programs.
- Maintain up-to-date information regarding tenant occupancy, move outs, vacancies, and other property management issues.
- Ability to provide program evaluation and outcome report.
- Maintain thorough and complete records of participant's activity and progress.
- Conduct housing inspections, and home visits according to program requirements.
- Achieve knowledge of the contracts and grants for which you work under.
- Prepare case-related reports including outcomes, successes and challenges.
- Generate client data for required reporting.
- Provide Tenancy Support Services to eligible households and coordinate with all relevant partners to ensure ongoing compliance.
- Maintain thorough and complete records of program activity in accordance with program and Organizational requirements.
- Complete follow-up and retention services, and provide back-up documentation in client file.
- Mediate disputes between participants and landlords.
- Assist in landlord engagement and recruitment.
- Attend training and workshops as directed.
- Keep resource materials updated.
- Able to work as part of a team and independently.
- Accepts other duties as assigned.

**Minimum Qualifications (Experience/Education):**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, certification, licensing, experience, knowledge, skill and/or ability required.

- Associate degree or a minimum of 3 years experience in working in a social service environment.
- Preference of 3 years or more of successful experience in adult case management and/or housing programs.
- Ability to work with homeless and low-income individuals of diverse backgrounds, cultural identities, and disabling conditions including physical, mental, substance use disorder, HIV/AIDS, etc.
- Self-starter, outstanding organizational, verbal, and written communication skills.
- Ability to quickly and successfully complete paid training provided to perform Section 8 Housing Choice Voucher activities.
- Ability to perform daily duties to achieve expected outcomes and performance measurements with minimal supervision.
- Ability to travel to various sites.
- Ability to work independently.
- Ability to work occasional evening or weekend hours.
- Must possess and maintain valid Montana driver's license.
- Must possess proof of and maintain personal auto insurance.
- Must be insurable under CAPNM's auto liability per insurance carrier's requirements.

**Physical Demands & Working Conditions:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Frequent sitting, walking and standing
- Intermittent bending, stooping and squatting

- Full use of hands and arms on a frequent basis
- Frequent repetitive movement, especially with hands and arms
- Continuous use of keyboard
- Grasping
- Lifting, carrying, pushing or pulling up to 25 lbs occasionally
- Normal hearing both in conversation and with a telephone
- Frequent speaking in a clear and understandable manner
- Good close, distant and peripheral vision
- Some exposure to wet and/or slippery conditions
- Some exposed to annoying odors
- Work requiring continuous attention to detail
- Frequent work with deadlines
- Travel by auto with exposure to moving traffic in year-round weather conditions
- Some travel with overnight stay
- Some exposure to offensive language, angry clients and public and threats
- Day shift

To perform this job successfully, an individual must be able to perform each essential duty and responsibility satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential duties and responsibilities.

No description of the responsibilities and performance can fully detail those required for the position. The employee demonstrates a proven commitment to the mission of the Agency and is one from whom thoughtful recommendations and resolutions are expected. They demonstrate a passion for integrity, honest interaction and professional excellence.

They are discreet professionals in handling the important information to which they are entrusted.

THEY MAKE POSITIVE THINGS HAPPEN.