



Covid Eviction Rental Assistance (CERA) Department Supervisor

Department: CERA

Reports to: CERA Manager

Employment Status Classification: Exempt Full Time Salary

Job Description Summary:

This position is a temporary grant funded assignment, ending when the federally funded grant COVID-19 Emergency Rental Assistance (CERA) program that CHN is managing has come to an end. At this time we anticipate the ending timeframe to be between December 2021 to March 2022.

This position is responsible for all CERA department staff, ensuring they are fully trained and proficient in their job duties. The CERA Supervisor will work to monitor quality of tenant and landlord service provision, department teamwork and streamline systems for efficiencies. The CERA Supervisor works closely with the CERA Manager, Data and Administrative Manager and CERA Director as well as external partners to access and develop a network of programs, services and assistance that will allow the organization to leverage resources to meet the needs of program participants in need of housing and other supports.

Essential Functions:

- Provide daily supervision to CERA Department Staff, providing coaching and direct supervision, feedback and task monitoring.
- Monitor hours worked vs. schedule.
- Train staff regarding program requirements, workflows and provide support to the CERA department staff in documentation requirements.
- Provide oversight to CERA staff ensuring successful implementation, evaluation and coordination of services as well as compliance with funding regulations, program goals, and stakeholder expectations.
- Work directly with CERA department staff to respond to program participant and community partner needs, and provide guidance and support in regard to resources and calls.
- Compile necessary reports related to data quality and service provision, including outcomes, level of effort, payouts, etc. as requested.
- Develop forms and workflows for grant specified activities as requested.



Opening Doors • Transforming Lives.

- Participate in community-based activities when appropriate, representing Community Housing Network at community forums, workgroups, and events as requested.
- Other duties as assigned.

Qualifications/Requirements:

- Supervisory experience with strong skills in program oversight and grant policy and procedures in the human services/nonprofit field.
- Strong ability to represent the interests of CHN, interact effectively with a diverse population, and be comfortable building successful collaborative relationships with program participants, staff, interns and with community partners.
- Reliable transportation, possession of a valid driver's license, and maintenance of automobile insurance coverage that meets organization coverage limit requirements. (Bodily Injury \$100,000 each person and \$300,000 each occurrence and Property Damage of \$100,000 each occurrence) CHN reserves the right to require a motor vehicle record check with respect to any employee where driving is an essential function of the position.

Physical Demands:

While performing the functions of this job, the position is both sedentary and at times requires the ability to be active including standing, walking in the outside elements, in and out of vehicle, bending, lifting and/or arranging files, office products and supplies, and may require employee to periodically stand on a short step stool to access files.

To apply for this position please OPEN HERE:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=3aa7a5be-ba3e-4943-9815-6be640408aaa&ccId=19000101_000001&jobId=400854&source=CC2&lang=en_US