

Good News Rescue Mission

Job Description



Position Title:	Housing Manager
Ministry Department:	Coordinated Community Care (CCC) / Programs
Reports To:	CalAIM Manager
FSLA Status:	Hourly, Non-Exempt
Status:	Full Time; 24-26 per hour
Location:	In Person / Field-Based

Description: The Housing Manager is a full-time leadership role within the Coordinated Community Care (CCC) team at Good News Rescue Mission. This position is responsible for overseeing all Good News Rescue Mission housing programs, including **Short-Term Post-Hospitalization (STPH) housing and sober living environments.**

The Housing Manager supervises housing-related staff, including the **Community Referral Specialist**, and ensures effective coordination between outreach, intake, housing placement, and case management services. This role works closely with hospitals, behavioral health providers, community partners, and internal program staff to ensure appropriate referrals, safe housing placements, and successful client transitions.

The Housing Manager ensures that all housing programs operate in compliance with **CalAIM program requirements, Partnership HealthPlan standards, and Good News Rescue Mission policies**, while maintaining a trauma-informed and client-centered approach.

The Housing Manager represents Good News Rescue Mission professionally while supporting individuals experiencing **homelessness, mental health challenges, substance use disorders, and housing instability.**

Responsibilities

- **Housing Program Oversight**
 - Oversee all Good News Rescue Mission housing programs including **Short-Term Post-Hospitalization (STPH) housing and sober living environments.**
 - Conduct **daily visits to each housing location** to monitor operations, resident wellbeing, and program compliance.
 - Identify and address any concerns related to **resident behavior, housing stability, safety, or program participation.**
 - Ensure housing programs operate in alignment with organizational policies and program expectations.
 - Monitor housing capacity, client placements, and program utilization.
 - Maintain oversight of housing safety, structure, and program standards.

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- Work with leadership to evaluate housing program effectiveness and identify opportunities for improvement.
- **Staff Supervision**
 - Provide direct supervision to the **Community Referral Specialist** and other housing-related staff as assigned.
 - Provide guidance, training, and support to staff responsible for housing placements and outreach.
 - Monitor staff performance, productivity, and documentation expectations.
 - Ensure staff maintain professional communication with referral partners and internal teams.
- **Housing Placement & Coordination**
 - Oversee client placement into **STPH housing and sober living programs**.
 - Coordinate with hospitals, behavioral health facilities, detox programs, and correctional facilities regarding housing referrals.
 - Ensure clients meet eligibility criteria for housing programs and associated services.
 - Work closely with internal case managers to support housing stability and successful client transitions.
 - Identify residents who may benefit from **CalAIM services such as Enhanced Care Management (ECM) or Community Supports** and coordinate referrals when appropriate.
 - Assist in resolving barriers to housing placement and program participation.
- **Community Partnerships**
 - Maintain strong relationships with hospitals, behavioral health providers, correctional facilities, and community partners.
 - Represent Good News Rescue Mission at community meetings, provider collaborations, and referral partner meetings when assigned.
 - Support coordinated care efforts between healthcare providers, social service agencies, and housing programs.
- **Documentation & Compliance**
 - Ensure compliance with **HIPAA and Title 42 confidentiality requirements**.
 - Maintain accurate records related to housing placements, referrals, and program utilization.
 - Ensure documentation is completed according to organizational standards.
 - Support documentation needed for program oversight, reporting, and compliance.
- **Program Collaboration**

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- Work closely with Good News Rescue Mission leadership and program teams to support coordinated care.
- Communicate regularly with case managers regarding **client needs, housing stability, and potential CalAIM referrals.**
- Participate in internal program meetings and planning discussions.
- Communicate housing program updates, capacity, and placement opportunities to internal staff.
- Support the coordination of services between housing programs and case management teams.
- **Additional Duties**
 - Assist with tracking housing placements and program outcomes.
 - Support internal staff with coordination of client housing needs.
 - Participate in strategic planning related to housing program expansion and improvement.
 - Perform other related duties as assigned.

Minimum Qualifications

- High school diploma or equivalent required.
- Associate's degree in Social Work, Human Services, Behavioral Health, or related field preferred.
- Experience working with individuals experiencing homelessness, behavioral health challenges, or substance use disorders preferred.
- Supervisory or leadership experience preferred.
- Knowledge of housing programs, CalAIM services, or Medi-Cal systems preferred.

Required Knowledge, Skills, and Abilities

- Strong leadership and supervisory skills.
- Excellent communication and relationship-building abilities.
- Knowledge of trauma-informed care principles.
- Strong organizational and documentation skills.
- Ability to coordinate multiple programs and housing placements.
- Professional communication and problem-solving skills.

Background & Eligibility Requirements

- Must pass background screening.
- No active probation or parole.

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- Clean driving record.
- Must be insurable under Good News Rescue Mission auto insurance policy.

Work Environment

This position requires extensive field-based work and outreach activities. Employees should expect to work outdoors in all types of weather and environmental conditions, including rural, urban, and encampment settings.

The role regularly involves direct engagement with individuals experiencing serious mental health conditions, substance use disorders, and housing instability. Employees may interact with individuals who are unpredictable or under the influence of narcotics, controlled substances, or alcohol.

Work conditions may include exposure to high-stress, emotionally charged, and potentially unsafe situations, including witnessing overdoses or behavioral health crises. Strong situational awareness, de-escalation skills, adherence to safety protocols, and professional boundaries are essential.

This role also requires frequent collaboration with community partners, housing providers, healthcare systems, and emergency response personnel. Employees are expected to represent Good News Rescue Mission in a professional manner at all times while maintaining flexibility, clear communication, and documentation standards.

Physical Demands

- Regular travel between housing locations and community partner sites.
- Walking, standing, and conducting outreach activities at multiple locations.
- Ability to conduct housing site visits and program oversight throughout the region.

Pre-Employment Screening

- Drug test
- Clean DMV record
- Must be insurable through GNRM's auto insurance provider