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Homes for Good is seeking a Permanent Supportive Housing Supervisor to join our team!

PERMANENT SUPPORTIVE HOUSING SUPERVISOR

Posting # 07.16.2025

Salary: \$32.90 to \$44.08 per hour (\$68,423.68 to \$91,684.39 per year)

WHO WE ARE

Homes for Good Housing Agency is a high performing public housing authority located in Eugene Oregon, servicing all of Lane County (4,600 sq. miles). The Agency's primary work is to help low-income Lane County residents access and maintain affordable housing.

Homes for Good has been and will continue to implement a workplace culture change that includes increased emphasis on racial justice, customer service, quality control, and compliance. Homes for Good is passionate about providing employees opportunities to maximize career growth while experiencing the personal satisfaction of working for a mission driven organization.

At Homes for Good, employees are supported and empowered by a collaborative culture that shapes how we work together with the common goal of providing essential housing services throughout Lane County.

Homes for Good is an equal opportunity employer, committed to Diversity, Equity & Inclusion throughout our organization and within our hiring and promotional practices. We endeavor to hire a workforce that is representative of the communities we serve, with an understanding that a diverse and inclusive staff will strengthen our Agency. All applicants will receive consideration for employment without regard to race, color, religion, age, sex, sexual orientation, gender identity or national origin.

OUR SUPPORTIVE HOUSING

Our Supportive Housing Division provides housing and supportive services directly to the people who need it most and our cross-functional team is dedicated to providing exceptional customer service while supporting our residents in achieving stability and success. The Supportive Housing Division consists of the Property Management, Maintenance, Resident Services, and Permanent Supportive Housing departments. Our combined programs help over 900 households increase stability, access to opportunity, and success in housing. The Resident Services and Permanent Supportive Housing departments works closely with residents to ensure that their basic needs are being met, provides community resources and referrals, eviction prevention, and supports and coordinates on-site programming such food programs.

WHAT YOU WILL DO FOR OUR TEAM

The Permanent Supportive Housing Supervisor provides leadership and supervision to staff at one or more of our Permanent Supportive Housing properties, including Bridges on Broadway, The Commons on MLK, and The Keystone. This position is responsible for ensuring that assigned properties operate in compliance with adopted standards of quality for Permanent Supportive Housing while providing support to cross-functional, multi-agency teams. The Supervisor will oversee Resident Services and

Case Management staff and help coordinate day-to-day operations on site. While the primary focus of this position is supportive services, this role will also help carry out some time-limited property management-related duties at Bridges on Broadway. Experience in property management is a plus, but not required — we are prepared to provide training and support for candidates with strong supportive housing experience.

The Commons on MLK is a partnership between Lane County, Homes for Good, ShelterCare and Quantum Residential focused on providing permanent housing to 51 chronically homeless individuals who are part of the Frequent User System Engagement (FUSE) program for high service users.

The Keystone is a 15-unit permanent supportive housing project for chronically homeless families with children. This project was funded through special PSH funds from OHCS and OHA with services provided by ShelterCare and property management by Quantum Residential.

Bridges on Broadway is a partnership with Lane County and Oregon Housing and Community Services focused on providing permanent housing to 56 chronically homeless individuals referred through Coordinated Entry. This project is under construction and will open in 2025.

The Commons on MLK and Bridges on Broadway are staffed 24 hours a day with services staff on-site from 8am-6pm and this position will be responsible for coordinating this schedule, ensuring there is adequate coverage, and occasionally responding to crisis. The Permanent Supportive Housing Program Supervisor will be placed on a weekly rotating on-call schedule and ask to serve on call duty from Friday - Friday every 4 weeks.

DUTIES:

These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Coordinate the organization, staffing, and operational activities within assigned Permanent Supportive Housing programs.
- Establish schedules and methods for providing assigned services; identify resource needs; review needs with appropriate management staff; allocate resources accordingly.
- Participate in the development of policies and procedures; monitor work activities to ensure compliance with established policies and procedures; make recommendations for changes and improvements to existing standards and procedures.
- Maintain compliance with grant and funding requirements including client file maintenance and quality assurance, HMIS data entry and reporting and expense requests and documentation.
- Monitoring issues as they arise within the Permanent Supportive Housing sites, providing guidance to staff and communication to members of the leadership team as needed.
- Represent the Agency to the community and maintains good working relationships with community partners; sits on committees pertinent to division and Agency goals and mission, maintain up to date knowledge of regulatory requirements and best practices related to assigned areas of responsibility; conducts work tasks and assignments in a professional, timely and complete manner.
- Coordination with property management and maintenance staff to ensure timely placement of new residents; optimal vacant unit turn around; optimal vacancy rate; timely completed work orders, inspections, and annual and interim recertification; optimal collection of accounts receivable; and completion of other related documents or tasks for Agency and PHAS compliance.
- Coordinate resident orientations, provides information, and answers questions about lease

- agreements; explains Agency and HUD rules, policies, and procedures to residents.
- Ensures compliance with Fair Housing Laws and Tenant Landlord law. Informs residents of program obligations. Serves as liaison between residents and the Agency.
- Support coordination with property management to ensure timely inspections and ongoing maintenance needs, including resident education and services referrals.
- Support ongoing analysis of building, common areas and grounds deficiencies and recommend corrective action. Report hazardous conditions, unsafe work practices, accidents or injuries and, as appropriate. Assists in development, implementation, and ongoing management of Emergency Plan.
- Selects assigned staff. Recommends and conducts appropriate training and staff development activities. Establishes performance standards, manages performance, and evaluates employees. Motivates employees and resolves conflicts.
- Recommends and administers discipline. Handles sensitive personnel matters. Administers union contract and responds to grievances.
- Performs a wide variety of general administrative work including organizing, compiling, and recording a variety of data; prepares various reports on operations and appropriate records and files; coordinates information with other staff members regarding resident activities.
- Prepares, analyzes, and submits reports, documenting vacancy turn around and vacancy rates, work order completion time, accounts receivable, unit and site costs and any other reports requested to statistically support the physical and financial health of the complex or to comply with HUD policy.
- Prepares annual budget, views variance reports for financial compliance.
- Participates in/on task forces, meetings and committees and collaborates in the development and implementation of interagency initiatives as assigned.
- Employs a professional and courteous manner and works harmoniously with other staff and the public.
- Performs other related duties as assigned.

WHAT WE ARE LOOKING FOR

We are interested in finding the best candidate for the job, and that candidate may be one who comes from a less traditional background. If you meet key qualifications for the job, and believe you would be the best fit, we would encourage you to apply.

Please use your cover letter to explain how you will accomplish parts of the job for which you have less experience. If you are unsure whether you meet the qualifications of this position, please feel free to contact us at hr@homesforgood.org.

IDEAL QUALIFICATIONS:

The successful candidate will likely have knowledge and experience in the following areas:

- Housing First & Permanent Supportive Housing
- Trauma Informed Care/Service Delivery
- Mental Health First Aid/Risk Assessment
- Safety and health standards.
- Procedures, techniques, and guidelines used in housing inspections.
- Principles and practices of Public, Multifamily and unsubsidized housing property management.
- Principles and practices of record keeping.
- Principles of arithmetic and basic algebra.
- Current office procedures, methods, and equipment.
- Principles and practices of supervision, training, and performance management.
- Community agencies, programs, and resources available to residents.

- Principles of business letter writing and basic report preparation.
- Public relations skills.
- Interviewing principles and techniques.
- Mediation and negotiation skills and techniques.
- Techniques in working with mentally, physically, socially and economically disadvantaged;
- Modern office procedures, methods and equipment including computers and supporting research, internet, word processing, database and spreadsheet applications;
- Methods and techniques of managing buildings, facilities and grounds;
- Mandated Housing Quality Standards and other relevant codes and standards;
- Rules and regulations governing the landlord/tenant relationship;
- Methods and techniques of resolving tenant issues;
- Principles and practices of handling tenant contract obligations.
- Pertinent Federal, State, and local codes, laws and regulations.

ABILITY TO:

- Exemplify traits that reflect the agency's culture, including integrity, a customer service orientation, cultural sensitivity, trustworthiness, flexibility and a willingness to change;
- Learn, interpret, and apply Agency and HUD programs, policies, and procedures.
- Learn, interpret, and apply pertinent Federal, State, and local laws, codes and standards.
- Learn, interpret, and apply regulations related to resident eligibility.
- Demonstrate the willingness and ability to learn about landlord/tenant responsibilities and Oregon Landlord-Tenant law, including when and how to enforce community rules and lease terms.
- Exercise sound judgment in balancing supportive service values with legal and property management requirements.
- Prepare clear and concise reports.
- Plan, assign, and direct the work of assigned staff.
- Positively and effectively supervise and motivate staff.
- Select, train, and evaluate employees.
- Perform housing inspections and determine needed repairs.
- Gain cooperation through discussion and mediation.
- Administer grievance procedures.
- Investigate complaints and take or recommend corrective action necessary to resolve complaints.
- Respond to requests and inquiries in a timely manner.
- Be responsible for the accuracy of rent, financial and other mathematical calculations.
- Communicate clearly and concisely, both orally and in writing.
- Prepare and maintain accurate and complete records.
- Operate standard office equipment.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Effectively and positively supervise and motivate staff.
- Maintain regular and consistent attendance and perform work without direct supervision.
- Recognize the value of individual and cultural difference and create a work environment where each individual's differences are valued.
- Physical ability to perform the essential job functions with or without a reasonable accommodation is required.

EXPERIENCE & TRAINING GUIDELINES:

Any combination of experience and training that would provide the knowledge, skills, and abilities to perform the job is sufficient. Typical combinations of training and experience would be:

EXPERIENCE:

The successful candidate will likely have three years of progressively responsible experience with a public housing agency and/or coordinating supportive services for residents/clients. At least three years of experience must indicate increasing responsibility in implementing and administering programs or projects, including at least two years in the performance of client centered case management and at least one year of supervision.

Experience in property management is a plus but not required. We are particularly interested in candidates with strong supportive housing or services experience who are open to learning property management responsibilities with support and training.

TRAINING:

The successful candidate will likely have an Associate or Bachelor's degree with major coursework in public administration, psychology, sociology, social work, or a related field. Additional specialized training in low- income or affordable housing programs, rental property management or social services is desirable.

SUBSTITUTION:

Any combination of experience and education on a year for year basis up to a maximum of four years of responsible contracting and/or procurement experience may be substituted for the education required provided that the knowledge, skills, and abilities to perform the work has been demonstrated.

LICENSE OR CERTIFICATE:

The Permanent Supportive Housing Supervisor often drives Agency vehicles during the course of their duties. Possession of, or ability to obtain, a valid State of Oregon vehicle driver's license, and be insurable at standard rates is required for this position.

WHAT'S IN IT FOR YOU?

COMPENSATION: The pay range for this position **\$32.90 to \$44.08 per hour (\$68,423.68 to \$91,684.39 per year)** with a generous benefits package which includes paid health, dental and vision insurance for you and your family after one month of employment, along with life insurance and a 12% contribution of your monthly salary into a retirement account after 6 months of employment.

Homes for Good offers a family friendly environment with flexible scheduling options, generous paid time off (PTO) program starting at 20.67 hours per month and paid family leave.

WE'RE THRILLED THAT YOU ARE CONSIDERING APPLYING FOR THIS POSITION!

PLEASE READ THE DETAILS BELOW FOR INSTRUCTIONS ON HOW TO APPLY FOR THE ROLE

APPLICATION PROCEDURE:

[Click here](#) to complete an online application.

Applications will be reviewed for relevant experience, education, and training.

The best-qualified applicants may be invited to complete further testing, which may consist of any combination of written, oral, performance exercises and/or skills testing. Responses to supplemental questions are required if applicable.

POSTING DATE: Wednesday, July 16, 2025

CLOSING DATE: Open until filled.

This position is exempt from Union representation.

Note: *This is an equal opportunity employer and complies with State and Federal laws and regulations relating to the 1973 Rehabilitation Act, Section 504, and the 1990 Americans with Disabilities Act (ADA) and the 2009 Americans with Disabilities Act Amendment (ADAA). Homes for Good does not discriminate on the basis of disability status in the admission or access to its federally assisted programs or activities. Entrance Requirements: Homes for Good will establish or revise the entrance requirements of this position in order to provide a reasonable accommodation for a disability if doing so does not impose an undue hardship on the operation of the program. A reasonable accommodation may include, depending on the nature of the job duties, waiving the requirements for a physical examination and/or the requirement to possess or obtain a driver's license. It shall be the policy of Homes for Good to assist and encourage the employment of persons with disabilities who are able and qualified to perform the work for which they have made application.*

Disclaimer: The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

This position specification is not an employment agreement or contract. Homes for Good has the exclusive right to alter this position specification at any time, without notice. This position specification is not an employment agreement or contract. Homes for Good has the exclusive right to alter this position specification at any time, without notice.