



**HOUSING RESOURCES, INC.**  
**Closing Date: August 2<sup>nd</sup>, 2021**

**Job Title:** Access Manager

**Summary:** Housing Resources, Inc. (HRI) operates a wide range of programs and services to assist people in Kalamazoo County who experience homelessness or a housing crisis. HRI values diverse perspectives and life experiences. HRI encourages people of all backgrounds to apply for position openings, including Black, Indigenous, and People of Color, women, LGBTQ+, people with disabilities, veterans, and those with lived experiences.

**Description:**

The Access Manager is responsible for the oversight of the Access and Eligibility & Enrollment Teams ensuring seamless and efficient access to and enrollment in HRI programs. This includes oversight of the coordinated entry process, ensuring compliance with eligibility requirements, and finally the enrollment process including housing location, move in and the transition to financial assistance and case management services. Goals and outcomes will be focused on rapid re-housing from emergency shelters or precariously housed situations, decreasing length of shelter stays, promoting housing stabilization, and supporting the needs of the individuals and families in permanent housing programs.

**PRINCIPAL ACCOUNTABILITIES:**

- 1) Oversee and lead our communities coordinated entry process and weekly Community Housing Assistance Matching Process (CHAMP) and maintain by name program lists for the community.
- 2) Conduct all activities demonstrating direct responsibility for all program coordination including caseload assignments, scheduling, and monitoring of assessments and reports that are due, contacting community partners regularly to obtain referrals, coordinate with information systems, and other contracted program entities to ensure- HRI maintains strong positive relationships that benefit the households being served.
- 3) Maintain and oversee appropriate ServicePoint and other systems documentation and records, assist with data collection and program auditing as necessary for reporting and program development.
- 4) Demonstrate a high level of cultural competency by understanding the backgrounds and context for client decision-making and communication.
- 5) Maintain an active knowledge of all HRI programs, including eligibility requirements and services available including existing and emerging programs.

**POSITION SPECIFICATIONS/SCOPE:**

**MINIMUM EDUCATION/EXPERIENCE REQUIRED:**

Bachelor's degree or equivalent related professional work experience preferred. Minimum of 3 years supervisory experience. Experience in human services and knowledge of community resources. Proven coordination skills.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of homelessness, community need, and housing solutions.
- Knowledge of federal, state, and local homeless programs.
- Ability to implement innovative best practice approaches to homelessness using data-driven solutions.
- Ability to supervise a diverse staff.
- Ability to work in a fast paced and changing environment.
- Maintain an energetic approach and have a strong work ethic.
- Ability to work effectively with diverse populations.
- Must maintain confidentiality.
- Ability to maintain a compassionate and professional manner.

**Hours:**

**Full Time Position:**

Monday thru Friday: 8:30am to 5:00pm\*

\*Early morning, evening and weekend hours may be required as the organization's needs dictate.

To apply, please submit a cover letter and resume via email to [HR@housingresourcesinc.org](mailto:HR@housingresourcesinc.org).