



# The Delores Project

**Position: Rehousing Manager**

Salary Range: \$52,000- \$55,000 DOE

Reports to: Program Director

Hours: full time, exempt, some nights and weekend hours required

**About us**

At The Delores Project, we provide safe, low-barrier shelter, housing, and personalized services for individuals experiencing homelessness and housing insecurity. On-site at Arroyo Village we operate a 24-7 housing-focused shelter for unaccompanied adult women and transgender individuals experiencing homelessness as well as a 35-unit supportive housing apartment community for people with a disability who have transitioned out of chronic homelessness. We also provide community-based aftercare services for Delores community members who have transitioned from shelter into independent housing to help ensure their stability.

Together we work to ensure all individuals have the community of support and housing stability they need to reach their potential. We take pride in being a team that constantly strives to be the most inclusive and innovative service provider for those experiencing homelessness and poverty in the Denver-Metro area. We are client-centered and strengths-based in our approach and practice harm-reduction and trauma-informed model care in all our programs. Our engagement with those we serve is rooted in our values of hospitality, respect, and dignity for each community member, whether they be staff, supportive housing resident, shelter guest, or volunteer. We are always looking for more people who are passionate about working with those we serve and who are curious, flexible, and mature, and who like to have fun and are open to continuous learning and growth in their work.

**About the program**

Our Rehousing Program was created in the fall of 2021 with the goal of helping an increased number of shelter guests transition into stable housing. All shelter guests are provided housing-focused case management by one of our Rehousing Case Managers and are also supported in the housing process by our Housing Navigator. Depending upon levels of income and stability, some guests are provided with up to nine months of rental assistance from The Delores Project. All guests are offered up to one year of ongoing case management by one of our Continued Care Case Managers who work to help former guests find a community of support outside of Delores and assist clients in maintaining or increasing income so they can maintain their housing.

## **About the job**

The Rehousing manager (RHM) is responsible for implementing and overseeing TDP's rehousing and continued care program which is aimed to maximize exits from shelter into permanent housing and minimize returns to homelessness. The Rehousing Manager supervises a team of Rehousing Case Managers, Continued Care Case Managers, and a Housing Navigator, and works in close collaboration with Shelter Managers. The Rehousing Manager sets the tone for the housing-first nature of the rehousing team and is responsible for not only staff professional development, but for creating and maintaining a forward-thinking team focused on guest needs, teamwork, kind and compassionate communication, and creative thinking. The Rehousing Manager works in partnership with other homeless service providers, representing TDP in the Denver Rehousing Collaborative. They also oversee the program budget which includes the provision of short-term rental assistance for some shelter guests transitioning into housing.

## **About you**

- You want the opportunity to support and champion individuals experiencing homelessness and poverty in your community.
- You want a work environment that honors and celebrates the talents and life experiences of each team member.
- You desire a workplace culture that values belonging, transparency, and empathy.
- You want supervisors who support the personal and professional growth of all team members.
- You want to spend your time in a community of people who approach their work through a social-justice and anti-racist lens.
- You appreciate a workplace where there is always an opportunity for ongoing learning and where there is room for professional growth and advancement for those who desire it.
- You want a work schedule that compliments your life and responsibilities outside of work and a work culture that supports harmony between your personal and professional life.

## **What the Rehousing Manager does**

- In collaboration with the Program Director, designs and manages rehousing and case management services along a trauma-informed and strengths-based continuum of care;
- Works in close partnership and collaboration with shelter leadership team to ensure smooth and effective delivery of services to shelter guests;
- Oversees rehousing policies and procedures, ensuring they are implemented consistently;
- Supervises all Rehousing housing staff, including hiring, training, performance evaluations, coaching, etc.;
- In collaboration with Case Managers and Volunteer Coordinator, plans, implements, and evaluates all life skills programming.
- Holds Rehousing staff accountable for schedules that meet the needs of the program;

- Evaluates qualitative and quantitative Rehousing program results and prepare accurate and timely reports;
- Oversees and keep track of the annual Rehousing budget;
- Represents TDP externally with other service providers;
- In collaboration with Housing Navigator, stays on top of local housing inventory;
- Regularly audits Case Manager case notes in HMIS and complete monthly staffing of all residents with Case Managers;
- Other duties as assigned by Program Director.

**Qualifications that will help you be successful in this role**

- Experience managing small to mid-size teams, including interviewing, hiring, training, coaching, and developing staff;
- An educational background in social work, social justice, counseling, gender or ethnic studies, human services, and/ or nonprofit management (customer service work with diverse communities may substitute);
- Prior training in conflict resolution, mental health first aid, de-escalation, vicarious trauma, harm reduction, restorative practices, and crisis intervention;
- Experience providing case management to those experiencing homelessness and/ or poverty;
- Working knowledge of HMIS database;
- Experience working with people who have been victims of trauma, those with chronic mental health challenges and/ or substance use disorders;
- Experience managing a program budget;
- Lived experience in communities of color, Indigenous and/or LBGTQIA+ identity, lived experience of poverty and/ or homelessness (work or volunteer experience with these populations may substitute);
- High emotional intelligence and maturity, including an ability to communicate openly and honestly;
- Excellent communication skills, including the ability to address conflict with curiosity rather than judgement and to coach others to do the same;
- The desire to make decisions creatively and collaboratively and the ability to make executive decisions when in the best interest of the program or organization when necessary;
- A belief in the importance of professional boundaries and an understanding of how to model and maintain them with people from diverse backgrounds and ability to coach and hold others accountable for doing the same;
- Working knowledge of other human services providers and resources in the City and County of Denver;
- Ability to speak another language, ideally Spanish or American Sign Language;
- Commitment to assuming best intent of others.

**Working Conditions**

This position works with and supports a residential environment to include walking, standing, sitting, lifting up to 30 pounds, carrying, pushing, pulling, bending, reaching, balancing, stopping, and kneeling. Work also includes manual dexterity for typing/ operating a computer, holding, grasping, and turning objects. Work also requires the ability to speak and use normal or aided vision or hearing. Hazards may involve exposure to common household chemicals, occasional loud noises, and exposure to illness or unsanitary hygiene.

**Benefits**

The Delores Project offers a generous benefits package which includes eleven paid holidays, PTO, medical/ dental/ vision/ life/ behavioral healthcare insurance, an optional flex-spending account, partial-paid parental leave, and an optional Simple IRA with a 3% employer match.

**How to apply**

The Delores Project is an equal opportunity employer and dedicated to a policy of non-discrimination and equal opportunity for all employees and qualified applicants. People with disabilities, BIPOC individuals, Hispanic/ Latinx individuals, Indigenous people, and LGBTQIA+ candidates are strongly encouraged to apply.

Interested applicants should send a cover letter and resume to Emily Wheeland, Program Director, at [emily@thedeloresproject.org](mailto:emily@thedeloresproject.org). We are looking to hire immediately and interviews will take place on a rolling basis.