

**Greater Columbia Behavioral Health  
Job Description**

**Job Title:** Housing Supportive Program Specialist  
**Department:** Administration  
**Reports To:** Co-Directors  
**FLSA Status:** Exempt  
**Prepared By:** GCBH Office  
**Prepared Date:** August 2021  
**Approved By:** Executive Committee  
**Salary Grade:** 20  
**Approved Date:** September 2021

**SUMMARY**

The purpose of the Housing Supportive Program Specialist is to serve as the regional administrator for the Community Behavioral Health Rental Assistance program, and other legislatively mandated Behavioral Rental Assistance programs, by working with contracted partners to provide long-term or bridge rental subsidies for high-risk individuals with behavioral health conditions and their household residing within the Greater Columbia Behavioral Health BH-ASO service region. The ASO's Housing Assistance Program will partner with Agencies and/or programs offering supportive housing services within Washington State, to allow highly-vulnerable persons with complex behavioral health needs the opportunities to live independently in the community of their choice.

Successful performance in this role requires a comprehensive knowledge of statutory and contractual requirements relating to Housing, an understanding of the behavioral health system, familiarity with resources available throughout the ASO area, and the ability to cultivate and maintain productive working relationships with individuals at all levels within the many organizations involved in delivering services to GCBH individuals.

This position will provide consultative services and support to the contracted agencies that will administer the subsidies. This position is responsible for the data tracking and monitoring needed to meet annual legislative reporting requirements. This position will also ensure the program complies with the principles of evidence-based supportive housing including the development of policy and regulations around the ability for individuals to have choice in housing.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Responsible for the development, administration, and oversight of the regional Housing Rental Assistance program.

- Assures contract compliance of contracted Housing Rental Assistance programs.
- Assures Policies and Procedures are created and up to date to reflect state and federal requirements.
- Determines if partner/agencies qualifies for the program.
- Provide oversight and consultative services on matters regarding the housing assistance program subsidies.
- Serve as the primary point of contact for the program related to supportive housing subsidies on reporting requirements, contract development and communications to stakeholders, landlords, other state agencies and the general public.
- Manages all required Housing Assistance Program data reporting, requirements, and tracking.
- Oversees all incoming fiscal and required tracking accountability of the Housing Assistance Program, approve invoices, and track utilization of the program in collaboration with the Fiscal and Contracts Department.
- Plan, lead and coordinate the work to assure optimum use of agency resources.
- Work closely with ASO programs, communications, fiscal and other policy staff in stakeholder relations involving program or policy development, to include transparency enhancing activities such as education, engagement, and solicitation or internal and external stakeholder feedback.
- Provide technical assistance to other entities as needed including, MCOs, BH-ASOs, permanent supportive housing providers, other state agencies, stakeholders, and community partners.
- Develops reports and other data tracking methods to effectively monitor systems and outcomes. Gathers, tracks, and compiles statistical data.
- May prepare information for or present to advisory boards, governing board, or other community meetings.
- Investigates and resolves administrative problems related to contract required service delivery. Responds to inquiries from internal and external sources, produces written and verbal reports on administrative and policy subjects, as assigned.
- Participates in program audits.
- Monitors for contract requirements
- Provides administrative technical assistance to contracted housing agencies to facilitate, compliance with contracts and quality service to individuals. Assists and collaborates with agencies, providers and other stakeholders through committees, workgroups, consultations and audits to maintain good relations and achieve optimum outcomes for services and contract requirements.
- Submits reports as required by Department of Commerce and other required deliverables.
- Performs other duties as assigned.

#### **ADDITIONAL DUTIES MAY INCLUDE**

- May serve as a resource to the GCBH ASO Network Providers and to Allied Systems relative to serving GCBH RSA individuals and accessing resources, particularly those that are difficult to access, are not local to a Network Provider, or are unfamiliar to a Provider.

- May serve as a liaison between GCBH ASO Network Providers and other entities, facilitating and trouble-shooting as needed to obtain the resources required for a specific individual, particularly in situations involving individuals with complex needs and/or in situations requiring special knowledge of a resource and its placement processes.
- May assist in research, analyzes, and assists in developing contracts and program recommendations in conjunction with social service agencies, community members, and elected officials.

### **SUPERVISORY RESPONSIBILITIES**

N/A

### **EDUCATION, LICENSES, EXPERIENCE, CERTIFICATES, AND OTHER MINIMUM REQUIREMENTS:**

- Bachelor's degree and three years professional experience
- Must be able to pass required background checks as required
- Current Washington State Driver's License, proof of insurance, and satisfactory driver's record required.
- Ability to utilize a personal computer with applicable software to successfully perform essential job functions of the position including word processing, spread sheet, analysis, information retrieval, and tracking.
- Prior experience working in the public, community behavioral health system.
- Ability to foster collaboration and teamwork with program participants, other staff, and outside agencies
- Strong written and verbal communication skills, as well the ability to work with people of diverse backgrounds and/or cultures
- Ability to accurately meet documentation requirements, in a timely fashion.
- Ability to respectfully manage differences, opposing perspectives, opinions and interests
- Ability to remain flexible and adaptable to change
- Ability to write clear and concise proposals, reports, correspondence, and other related work
- Ability to plan and perform work independently
- Ability to facilitate work groups and maintain effective community group relationships

### **PREFERRED:**

- Preferred experience in public administration, housing, psychology, social work, or other closely related field.
- A person with a master's degree or further advanced degree in counseling or one of the social sciences from an accredited college or university. Such person shall have, in addition, at least two years of experience in direct treatment of persons with mental illness or emotional disturbance, such experience gained under the supervision of a mental health professional.
- At least three years of experience in a role substantially like that described in this document is required.

- Experience with contract management
- Experience working with contracted providers and coordination with varied agency partners.
- Knowledge of resource management issues
- Knowledge of long and short range program development
- Experience with contract monitoring and analyzing and addressing quality issues
- Becoming a subject matter expert on housing assistance
- Knowledge of pertinent RCWs and WACs
- Ability to review and write Policies and Procedures as it pertains to RCWs and WACs
- Knowledge of research techniques essential to program needs assessment and planning.

Adheres to the GCBH Code of Conduct.