As a collaborative of congregations united in action, we create homes and advance equitable housing.

Director of Housing Operations

The Organization

Beacon Interfaith Housing Collaborative has a vision that ‘all people have a home’. We are an experienced housing organization that operates supportive and affordable homes, develops affordable and supportive housing, shelters families, and organizes to impact housing policy. Our focus is on households who make less than $30,000 a year and those who are experiencing homelessness. The nearly 100 congregations who make up our collaborative are putting their faiths into action through leadership, advocacy, organizing, and service.

At Beacon we believe that systemic racism causes housing inequities. As a learning organization we are interested in adding individuals who hold high levels of cultural competency and who are willing to learn and work with others to deepen our capacity to address bias and racial inequities. Visit our website for more information about our strategies, programs and how our values of risk taking, race equity and inclusive decision making supports our learning and continued evolution.

The Beacon office is located on University Ave & Highway 280 (along the Metro Green Line), convenient to both Minneapolis and St. Paul. For more information, check out www.beaconinterfaith.org.

The Position

The Director of Housing Operations has broad responsibility for stewardship, oversight, and strategic leadership of operations and asset management of a diverse and fast-growing portfolio of 18 supportive and affordable housing properties with total operating budgets approaching $6 million. The Director role embraces a collaborative approach that recognizes and deploys the unique roles of property management, supportive services providers, and owner to deliver smoothly operating properties, optimizing occupancy, residents’ lived experience, and stewardship of Beacon’s assets. This position ensures that the properties are well-managed, physically, and financial sustainable, that property management and supportive service providers are successfully integrated, and that positive community relations are maintained. The Director of Housing Operations joins a leadership team that includes the Director of Service Partnerships and Director of Housing Development.

This is a full-time position, and is eligible for health benefits, our retirement plan, and paid-time off. The annual salary range for this position is $85,000 - $110,000. This position is currently remote due to COVID. In the future, the position may be in-office, remote, or hybrid.

Duties and Responsibilities

Provide Strategic Leadership on Housing Operations

- Maintains a working knowledge of significant developments and trends in affordable and supportive housing.
- Ensure that our properties are well-managed and well-maintained and meet the vision for each development.

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Identify systemic barriers like those that occur with Coordinated Entry and drive change to remove such barriers.

Prioritizes, organizes, and schedules job assignments for oneself and others under supervision.

Assess staffing and property resource needs to meet organizational goals, bringing recommendations to and approval by Vice President of Housing.

Develops and adopts practices that center diversity, equity, and inclusion in policies and practices adopted by Beacon’s housing operations and asset management.

Oversees and draws upon the experience and expertise of a team of supportive housing portfolio managers and consultants engaged to support organizational goals in operations and asset management.

Provides expertise to lead in implementation of broader organizational initiatives in coordination with other departments and divisions (Housing Development, Policy and Organizing, Advancement & Communications, Administration).

Responsible of overseeing and allocating resources by collaborating with the Vice President of Housing to set annual and long-term goals for our portfolio, develop property budgets, various budgets for front desk staffing and security services, and a departmental budget.

Ensure our Properties are Well-managed

- Lead the development of shared goals and a framework of policies and practices with property management partners that maximize property performance and optimize residents’ living experience.
- Drives property management leaders to maximize property performance against shared goals.
- Develops and implements mechanisms for regular monitoring, evaluation of property management performance.
- Develop and maintain strong working relationships with regional property managers, directors of property management, and CEO’s.
- Negotiate terms for property management contract renewals consistent within parameters developed with Vice President of Housing.
- Develops metrics to evaluate the quality of our housing, including resident feedback.

Supportive Housing

- Drive the integration of property management and service providers to meet, sustain, and support the vision for each unique supportive housing development.
- Develops, in coordination with the Director of Service Partnerships, property-specific and portfolio-wide policies and procedures to support coordination between service provider and property management partners and ensures these are followed.
- Ensure that property management partner staff is trained on supportive housing policies and coordination with service providers.
- Responsible for overseeing tenant selection processes for each supportive housing development.
- Develops and oversees implementation of policies and procedures that optimize use of Coordinated Entry in affected developments.
- Ensures that policies and practices of property management support quality affordable and supportive housing and support residents’ success in achieving safe, secure housing.

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Ensure that the Properties are Financially Sustainable

- Leads practices that deliver on occupancy goals for each property,
- Ensures timely accurate annual budgets for each property for approval by leadership.
- Review property management’s monthly financial reports to identify operational issues and lead corrective action.
- Develop and implement strategies for corrective action for troubled or challenging properties.
- Produce accurate quarterly financial summaries and reports for leadership and funders on portfolio health
- Identify and implement strategies to address any issues that create financial gaps and risks.
- Ensure that short-term and long-term cash and financing needs are planned for and addressed.
- Translates financial reports into an action plan with team members and partners that prioritize and target results for residents and property performance.

Ensure the Long-term Physical and Financial Sustainability of the Properties.

- Identify long term financial trends and strategies to address any developing issues.
- Develop and adopt a capital improvement plan for each property Develop a capital reserve policies and plans.
- Review and approve capital reserve requests
- Conduct an annual physical review of all properties to assess physical condition and possible capital improvement needs
- Assure property and tenant compliance with property objectives and owner stipulations
- Conduct annual review of property management compliance and leads resolution of any outstanding compliance issues
- Maintain and follow LLC governance structure/approvals.
- Complete compliance/inspection reports as needed/warranted.
- Provide annual updates to auditors.

Maintain Positive Community Relations

- Creates and maintains community relations appropriate to fulfillment of agency priorities and objectives.
- Maintain positive relations with neighbors, neighborhood associations, and police department.
- Represents organization and organizational point of view to agencies, organizations, and general public.

Staff Supervision

- Build and maintain a stable, high performing staff team.
- Trains and orients new team members to support achievement of organizational goals.
- Define clear staff roles and responsibilities and prioritize work assignments to achieve departmental goals.
- Hire, evaluate and terminate staff according to organizational policies and procedures.
- Ensure that staff receive adequate training and professional development within parameters of department budget.
- Promote a positive working environment through team building and employee appreciation.

General

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• Develop and maintain productive, positive working relationships with other staff members.
• Maintain a level of flexibility with all staff, offering assistance to others as appropriate.
• Work effectively and respectfully with individuals without regard to race, color, creed, religion, national origin, marital status, political affiliation, sexual orientation, gender identity, status with regard to public assistance, membership or activity in a local commission, disability, sex and/or age.
• Work within all organizational policies, government regulations, and the law.

Qualifications
• Progressive leadership experience in non-profit and/or for-profit management of 5+ years
• Strong preference for substantial leadership role and 5+ years’ experience in supportive housing
• Leadership experience within affordable or supportive housing management with background in property management or supportive services
• Demonstrated capacity for strategic thinking, long-range planning
• Demonstrated track record of delivering results through partners
• Extensive experience with property budgets, departmental budgeting, review of monthly financials
• Experience in government funding compliance
• BA or higher degree in relevant field
• Experience in cross-departmental coordination

Knowledge, Skills, and Abilities
• High level of personal and professional integrity
• Ability to work effectively with and relate to diverse populations
• Ability to hold partners accountable and drive change with partners, while maintaining good working relationship
• Knowledge of homelessness and housing supportive services and systems
• Excellent communication skills, both verbally and writing
• Strategic planning and decision-making
• Ability to work independently as well as in teams
• Demonstrated ability to efficiently organize, coordinate, track and complete multiple tasks as well as adjust to changing priorities
• Proficiency with Microsoft Outlook, Word, Excel, Power Point

If you are excited about being part of an organization with a big goal and collaborative spirit, learn more about Beacon and this position at www.beaconinterfaith.org. Please submit a resume with cover letter to HR@beaconinterfaith.org.

Beacon has recently voluntarily recognized a union for employees. At the time of this posting, Beacon and Union Employees are engaged with and committed to a collective bargaining process with the shared goal and mission that ‘all people have a home’.

Beacon strives to be an authentically inclusive organization. As an equal opportunity employer, Beacon does not discriminate against candidates on the basis of race, color, creed, religion, national origin, sex, age, physical or mental disability, veteran status, gender identity or expression, or sexual orientation. We affirm that all people are valuable and deserve www.beaconinterfaith.org/careers

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respect, we welcome diverse perspectives and backgrounds, and foster an inclusive and collaborative environment as we work together on our vision that “All people have a home”. Women, people of color, LGBTQ+ individuals, and members of other minority or marginalized groups are strongly encouraged to apply.