

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Vacant

Work Phone:

2. Class Title (i.e. payroll title):

3. Working Title (if any):

Supportive Services Program Manager

4. Name & Class of First-Line Supervisor:

Property Operations Manager 18/14

Work Phone:

5. Department, Division & Section:

DPCED, CDA Housing Operations

6. Work Address:

7. Hours/Week: 38.75

Start time: 8:00 a.m. End time: 4:30 p.m.

8. Date of hire in this position:

9. From approximately what date has employee performed the work currently assigned:

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10. Position Purpose: (How this position fits into the overall mission, vision, and goals of your agency and work unit.)

The Supportive Services Program Manager supports CDA's mission to develop and provide inclusive and safe places through quality affordable housing, services, and community resources in the City of Madison by ensuring residents have access to services that support housing stability, safety, and well-being. The position strengthens inclusive communities by coordinating resident services, fostering partnerships with local organizations, and collaborating with property management to address barriers to successful tenancy. Through this work, the Supportive Services Program Manager helps ensure that affordable housing is sustainable, supportive, and connected to the broader community.

11. Position Summary:

The Supportive Services Program Manager oversees and coordinates the delivery of resident service programs across the Community Development Authority's portfolio, including programs under the Resident Opportunities and Self-Sufficiency (ROSS), Family Self-Sufficiency (FSS) and Multifamily Service

Coordination (MFSC) initiatives. This position ensures that service programs align with HUD regulations, CDA goals, and community needs to promote resident stability, self-sufficiency, and quality of life. The Manager provides leadership, supervision, and strategic direction to all supportive services staff and is responsible for program development, performance management, and cross-sector partnerships that enhance resident outcomes.

This position plays a key role in advancing resident stability, economic mobility, and quality of life, while aligning supportive service efforts with CDA's mission and HUD regulatory requirements.

12. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

30% A. **Program Oversight & Compliance**

1. Oversee the administration of all supportive services programs (e.g. ROSS, Jobs Plus, FSS, MFSC, etc.) to ensure compliance with HUD and other funding source requirements.
3. Develop, implement and maintain procedures, service delivery standards, and performance metrics consistent with CDA goals and HUD regulations.
4. Conduct regular audits of case files, program data, and resident outcomes to ensure accuracy and compliance.

25% B. **Staff Supervision & Leadership**

1. Provide direct supervision, training, and performance evaluation for service coordinators and supportive services staff.
2. Establish clear expectations, measurable objectives, and accountability systems for staff performance.
3. Foster collaboration across programs and between departments to support resident success.
4. Promote professional development, teamwork, and collaboration among staff.
5. Support staff in case management best practices, resident engagement, and documentation standards.
6. Provide direct supportive services to residents on a limited basis to address urgent, complex, or coverage-related needs.

20% C. **Program Development & Coordination**

1. Identify emerging resident and community needs and develop targeted service initiatives to address them.
2. Lead efforts to integrate supportive services within housing management operations to enhance resident outcomes and tenancy success.
3. Identify and implement evidence-based practices and innovative service delivery models.
4. Support resident organizing efforts including the promotion of the Resident Advisory Board
5. Support the publication and distribution of resident communication material—including the CDA Community Connect listserv and other communication materials.

10% D. **Partnership Development**

1. Establish and maintain partnerships with local agencies, workforce programs, educational institutions, and supportive service providers.
2. Negotiate and manage Memoranda of Understanding (MOUs) and collaborative agreements and maintain partnership documentation that supports grant compliance, program expansion and expands resident access to supportive services.
3. Establish and maintain a network of service coordinators across the city of Madison to leverage best practices and share resources with other affordable housing providers in the city.

10% E. **Data Evaluation & Reporting**

1. Collect and analyze program data to measure outcomes, identify trends, and support continuous improvement.
2. Prepare reports for HUD, the Board of Commissioners, and other stakeholders on program impact and performance.
3. Ensure timely and accurate submission of all required documentation and reports.
4. Perform quality assurance evaluations

5% F. **Budget & Grant Management**

1. Assist in preparing and managing program budgets and grant applications.
2. Monitor expenditures to ensure alignment with grant requirements and agency fiscal policies.
3. Seek new funding opportunities to expand or enhance supportive service offerings.
4. Other duties as assigned

13. Primary knowledge, skills and abilities required:

- Comprehensive knowledge of HUD regulations related to ROSS, FSS, MFSC, and service coordination programs.
- Strong leadership and team management skills with experience supervising multidisciplinary staff with the ability to motivate and develop staff.
- Understanding of case management principles, trauma-informed practices and approaches, and community resource networks.
- Knowledge of social service systems, community resources, and resident engagement strategies.
- Excellent organizational, written and verbal communication, and problem-solving skills.
- Proficiency with data management, outcome tracking, and reporting tools. – or - Ability to collect, analyze, and report outcome data effectively.
- Ability to build collaborative partnerships and represent the CDA in community settings.
- Ability to attend meetings and other events outside of normal working hours. Occasional evening or weekend hours are required for resident meetings, agency meetings, training, or community events.
- Ability to meet the minimum training requirements for HUD Service Coordinators (36 hours within 12 months of hiring and 12 hours of continuing education annually thereafter).

14. Special tools and equipment required:

Proficient user of modern office equipment.

15. Required licenses and/or registration:

- Must possess a valid driver's license and reliable transportation for off-site meetings and site visits.
- Ability to obtain Professional Service Coordinator Certification within twelve months of hire.

16. Physical requirements:

- Work is performed primarily on-site at housing developments, with regular interactions with residents and staff.
- Ability to perform work in apartments of various conditions including, but not limited to, units with active pest infestations, unsanitary conditions, hoarding conditions, and exposure to second-hand smoke.
- Ability to climb stairs

17. Supervision received (level and type):

General supervision to be provided by the CDA Property Operations Manager (18/14).

18. Leadership Responsibilities:

This position: is responsible for supervisory activities (Supervisory Analysis Form attached).
 has no leadership responsibility.
 provides general leadership (please provide detail under Function Statement).

19. Employee Acknowledgment:

- I prepared this form and believe that it accurately describes my position.
- I have been provided with this description of my assignment by my supervisor.
- Other comments (see attached).

EMPLOYEE

DATE

20. Supervisor Statement:

- I have prepared this form and believe that it accurately describes this position.
- I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
- I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
- I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
- Other comments (see attached).

SUPERVISOR

DATE

Instructions and additional forms are available from the Human Resources Dept., Room 261, Madison Municipal Bldg., calling 266-4615 or visiting cityofmadison.com/employeeenet/policies-procedures/position-descriptions.