



125 Corporate Place, Suite A,
 Vallejo, CA 94590
 (707) 644-8909

620 Main Street,
 Woodland, CA 95695
 (530) 241-4081

Job Title:	ERAP Supervisor	Job Category:	Exempt Temporary, Grant Based
Department/ Group:	Family Assistance: Emergency Rental Assistance Program	Travel Required:	Yes
Location:	Base Office: Vallejo Work From Home	Reports To:	Executive Director
Position Type:	Full Time (35 hours)	Salary	Commensurate with Experience

Summary:

Catholic Charities of Yolo-Solano (hereinafter “CCYoSo”) provides supportive services to low-income individuals and families in the counties of Yolo and Solano. The Emergency Rental Assistance Program (ERAP) Supervisor is responsible for maintaining the operations of a professionally managed department, meeting goals and objectives as assigned by the Executive Director, complying with all federal, state and local regulatory requirements, and adhering to all contractual or prescribed stakeholder expectations or requirements. This position is responsible for the overall successful operation of the ERAP and works to ensure operations surpass industry standards. The ERAP Supervisor works with the Executive Management to develop and implement short-range and long-range organizational goals and provides customer service within scope of authority.

The ERAP Supervisor will responsible for managing the ERAP. In response to the COVID19 pandemic, Catholic Charities of Yolo-Solano, in partnership with the County of Solano, through federal funding, is offering emergency rent and utilities assistance for renters living within Solano County who have experienced a reduction in household income, increased expenses or other financial hardship due to the COVID19 pandemic.

Duration of Position as Limited Term:

Limited Term position limited by the duration of the contractual obligation.

Experience and Education Required:

- High School Diploma plus 8 years’ experience or
- Bachelor’s degree (preferred) plus 4+ years of management experience with knowledge of housing industry, housing advocacy, community-based non-profits, community development and/or other relevant areas that complement this effort, including program development experience.



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Leadership

- Establish goals and mission for ERAP department.
- Conduct research and evaluate process improvements.
- Define and develop new programs/processes or make changes to existing programs/processes.
- Writing formal staff reports and program reports that are clear, concise, and easily understood.
- Present program/project ideas and coordinate with management, staff and community partners such as Solano County

Program Management

- Responsible to work proactively to move the ERAP programming towards excellence in operations and customer service, towards fiscal solvency and to make the department a desirable place to work for staff.
- Manages ERAP staff and resources which may include all or some of the following functions: intake, case management, quality control, denials/appeals, training and development.
- Monitor and provide guidance on technical matters, maintain knowledge of housing guidelines, implement program policies and inspection protocols.
- Ensure absolute confidentiality of work-related issues, client records, data integrity and support staff in ensuring the same.
- Assist in identification of department strengths and weaknesses and work with the Executive Director and Deputy Director to develop a plan with established goals and requirements of implementation.
- Develop, monitor and report financial, performance and customer service measures for all ERAP activities.
- Coordinate activities with external partners, creating systems of accountability and program evaluation.

Staff Supervision:

Model supervisory techniques and approaches that demonstrate CCYS's Core Values, Mission and Vision in all aspects of staff communication and supervision. Supervisory duties include the responsibility to:

- Monitor and maintain the level of productivity in the department.
- Assure quality of service to the internal and/or external customer base.



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- Establish performance objectives and provide ongoing feedback.
- Interface with Executive Leadership, contractors, and members of the public on a regular basis.

Qualities:

- Strong interpersonal and management skills
- General knowledge about the housing crisis Solano County and a desire to be a part of the solution.
- Demonstrated commitment to serving low-income communities.
- Excellent writing, research, analytical, design and verbal communication skills.
- Ability to work independently, effectively strategize, teach, and make recommendations for new opportunities to advance the mission of CCYS.
- Demonstrated commitment to diversity within the office and a personal approach that values all individuals and respects differences regarding race, ethnicity, age, gender identity and expression, sexual orientation, religion, ability, socio-economic circumstance, immigration status, and record of arrest or conviction; and
- • Fluency in Spanish or Tagalog preferred, but not required.

Applicants must submit resume, cover letter, to Miriam Sammartino at miriam@ccyoso.org for consideration. Qualified applicants will be asked to complete the Pre-Employment Application of the Diocese of Sacramento. No phone calls please.