

INCA Community Services, Inc.



Job Description

Title:	Housing Director	Reports to:	Executive Director
Program:	Multi-Programs CSBG/ESG/Housing	Status:	Exempt/Full Time/Full Benefits
Approved:	May 2026	Wage:	Salary scale

Benefits: Health and Life Insurance, Sick and Annual Leave, Funeral Leave, Retirement Program (ro1k), Social Security, Worker’s Compensation Insurance, and Unemployment Insurance. All paid holidays.

Work hours: The position requires flexible work hours, including weekdays, weekends, evenings, and holidays.

Job Summary:

As Housing Director, provides strategic vision and fiscal oversight for the agency’s entire housing division. Is responsible for securing federal, state, and private grants, ensuring total regulatory compliance across all housing projects and programs, and aligning housing initiatives with the agency’s broader anti-poverty mission.

Oversees homeless programs, including the Emergency Solutions Grant, which provides emergency lodging, crisis stabilization, and rapid rehousing. This position ensures strict compliance with HUD's Emergency Solutions Grant framework and coordinates with local Continuum of Care (CoC) networks. It also handles day-to-day operations, which include immediate crisis intervention, intake screening, and intensive housing stabilization services for individuals and families who are experiencing or are at imminent risk of homelessness.

Manages INCA’s rental property and housing portfolio. Oversight of the operations of housing units, manages facility maintenance, and ensures properties are ADA-compliant and safe.

This position has episodic access to a vulnerable population. It is a safety-sensitive position.

Essential Functions: *The following is intended to describe the general nature and level of work performed by a person in this position. They are not to be construed as an exhaustive list of all duties that may be performed in such a position.*

Housing

- **Program Oversight:** Direct housing and rental assistance program to ensure compliance with federal, state, and local regulations (such as HUD, USDA, OHFA).
- **Financial and Grant Management:** Develop operating budgets, pursue private and public housing grants, and track expenditures to meet strict funding requirements.
- **Strategic Leadership and Advocacy:** Innovate agency-wide housing strategies. Represent the agency on the regional Continuum of Care (CoC) board and committees.
- **CHDO (Community Housing Development Organization):** Acts as the primary operational liaison to INCA’s CHDO Board of Directors by ensuring the board structures, project approvals, and meeting records satisfy federal auditing requirements.
- **Grant Acquisition and Sustainability:** Scout, write, and secure competitive federal, state, and private philanthropic grants. Diversify funding streams to ensure long-term program sustainability.
- **Compliance and Audit Readiness:** Serve as the primary authority on HUD, Fair Housing, and local regulatory mandates. Lead the agency through formal federal, state, and independent financial or programmatic audits.
- **Asset management:** Oversee the performance of tenant-based rental assistance programs and physical affordable housing portfolios to maximize community impact.

Homeless - Emergency Solutions (ESG)

- **Program Oversight:** Direct homeless assistance program to ensure compliance with federal, state, and local regulations (such as HUD, ODOC).
- **Grant and Compliance Management:** Responsible for preparing and submitting homeless grants, including ESG grants. Oversee federal ESG funding and local match allocations. Track deliverables, submit financial reports, and input performance data into the Homeless Management Information System (HMIS).
- **Budgetary Accountability:** Prepare and review budgets. Approve participant assistance invoices, such as lease agreements and security deposits, ensuring accurate allocation of funds. Ensure that all expenses are allowable, necessary, and reasonable.
- **Shelter Operations and Safety:** Direct daily operation for emergency shelters or motel voucher programs. Enforce health, safety, and sanitation protocols, and maintain clear, accountable participant rules.
- **Staff Leadership:** Lead assigned staff executing intakes, immediate stabilization, and rapid re-housing.
- **Advocacy: Coordinate** “Housing First” and crisis-intervention strategies to prevent homelessness and stabilize families living in poverty.
- **Intake and Assessment:** Conduct comprehensive screenings and vulnerability indices to determine eligibility for emergency shelter, motel vouchers, or rapid rehousing funds.
- **Housing Stabilization Planning:** Partner with participants to develop individualized housing stability plans that address specific barriers to permanent housing.
- **Data Management:** Record all client interactions, demographics, and service transactions into the Homeless Management Information System (HMIS). Maintain a tracking log, evaluate participant attendance and progress on all program participants, and maintain client files.
- **Financial Assistance Processing:** Prepares and submits accurate financial assistance packets for Homeless funds, including security deposits, utility arrears, and short-term rental subsidies.
- **Landlord and Community Engagement:** Network with local landlords to secure affordable housing leads and connect participants with mainstream benefits, including SNAP, Medicaid, mental health services, and employment opportunities.
- **Remote Case Management:** Maintain consistent case management through scheduled office appointments, phone check-ins, and virtual meetings to monitor progress on housing stability plans.
- **Property Inspections:** Coordinate or conduct regular housing quality standards (NSPIRE) inspections to ensure all units remain safe, sanitary, and compliant.

Property Management (Rentals):

- **Operations Management:** Overseeing rental housing program operations, including facilities maintenance, waitlist processing, lease execution, and tenant recertifications.
- **Compliance and Reporting:** Monitor program operations for strict adherence to HUD, Fair Housing, and local regulatory standards. Prepare and submit accurate monthly and quarterly performance reports.
- **Financial Oversight:** Facilitate rent collection and keep precise records of rental activities. Oversee program or property budgets, track rent collection and financial assistance distributions, and authorize operational expenditures.
- **Marketing:** Responsible for overseeing the marketing performance of the property and ensuring all vacant units are ready for move-in.
- **Tenant Screening:** Review lease applications, verify references and background checks, and onboard new tenants to ensure a smooth move-in process.
- **Complaint and Grievance Oversight:** Assist front-line staff in navigating complex situations, effectively de-escalating tense issues, and finding equitable solutions.
- **Staff Coordination:** Supervise, train, and support assigned staff to maintain high service standards.
- **Property Inspections:** Coordinate or conduct regular housing quality standards (NSPIRE) inspections to ensure all units remain healthy, safe, sanitary, and compliant.

General Duties:

- Attend work punctually and regularly to ensure consistent service.
- Attend upon request all staff and other appropriate meetings, training, and conferences, some of which may require out-of-town travel and evening/overnight attendance.
- At all times, maintain a professional attitude and confidentiality of all records and information.
- Demonstrate commitment to mission, values, and policies in the performance of daily routines.

- Project a positive image of the agency to community members.
- Perform other program-related assignments as designated

Supervisory Relationships:

Works under the direct supervision of the Executive Director and is accountable to the Board of Directors to ensure compliance with program requirements.

Knowledge and Skills:

To perform this job successfully, an individual must be able to satisfy each essential duty. The requirements listed below are representative of the education, certification, licensing, experience, knowledge, skill, and/or ability required.

- Ability to read, interpret, and implement program guidelines efficiently and effectively.
- Ability to make decisions in accordance with agency policy.
- Strong conflict resolution skills. Ability to handle highly stressful and sensitive situations in a professional manner.
- Strong organization and time management skills, ability to meet tight deadlines.
- Advanced knowledge of automated data-processing procedures, systems, and computer operations is required.
- Strong phone etiquette, verbal communication, and ability to communicate with tact and discretion.
- Ability to build and maintain effective and professional working relationships with clients and community agencies.
- Ability to work well with people of diverse cultural and socioeconomic groups, respect confidentiality, and work within ethical and legal parameters of social services.

Qualifications:

Education:

- A minimum of a High School diploma or equivalent. Preferred an AA or BA in public/business administration, human services, social work, or a closely related field.

Experience:

- **Experience:** 2 or more years in business or non-profit management, housing programs, or social service projects.
- **Technical Skills:** Highly proficient in electronic case file management systems and databases.
- **Certification:** Must become NSPIRE certified for the Housing Program within six months of hire

General:

- Must have a valid Oklahoma driver's license.
- Must have reliable transportation with at least liability insurance, a good driving record, and a valid Oklahoma driver's license.
- OSBI, MVR, and Drug/Alcohol Testing clearance required.
- Must be able to work a flexible schedule, including some evenings and/or weekends..

Physical Requirements:

The physical demands described here are representative of those that an employee must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Sit for extended periods of time.
- See and read a computer terminal and printed matter with or without vision aids.
- Hear and understand speech at normal levels and on the telephone with or without hearing aids.
- Speak so that others may understand at normal levels and on the telephone.
- Enter data into a computer terminal, operate mainframe/personal computers, operate standard office equipment, and dial a telephone.
- Operate a motor vehicle.
- Stand, walk, bend over, kneel, stretch, grasp, reach overhead, stoop, twist, push, pull, and move, lift, and/or carry 0 to 60 pounds to waist height.
- Intermittent walking, standing, bending, and stooping.
- Working with both hands and arms.
- Good close, distance, and peripheral vision.

- Frequent keyboard use.
- Some travel by auto with exposure to traffic in year-round weather conditions.
- Some exposure to offensive language, angry individuals, and threats.
- Work in an office environment with moderate noise levels.

General Qualifications:

Pre-employment drug testing and must pass a national criminal background check. No person who has been convicted of any felony or crime against a person shall be hired as a transit employee. No person who has been convicted of a misdemeanor for a crime against a person, within the immediate past five (5) years, shall be hired as a transit employee.

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Acknowledgment: I acknowledge receipt and understand the contents of this job description.

Employee Signature:

Date:

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