



Job Description

JOB TITLE:	Program Manager	DATE:	1.01.2021
EXEMPT:	YES	STATUS:	Full-time
REPORTS TO:	Associate Director	APPROVED BY:	Executive Director

SUMMARY

The Program Manager is responsible for the administration and management of all HRC homeless prevention, rapid re-housing, and financial literacy programs.

KEY RELATIONSHIPS

Key relationships include: All HRC staff including the Executive Director, Associate Director, Housing Specialists, Finance Manager, Case Managers, clerical staff, clients, and the general public.

ESSENTIAL DUTIES & RESPONSIBILITIES

Program Management Duties

- Program design, implementation, management, and assessment consistent with program goals and requirements
- Collaborating with Associate Director for development of outreach materials and coordinating outreach activities
- Ensuring compliance with all federal, state, agency and other funder regulations
- Maintaining high HMIS data quality standards, managing data export and other required reporting elements
- Completing all monthly, quarterly and annual reports for timely submission as required
- Maintaining up to date and accurate records of all program activities
- Monitoring and approving time sheets and partner agency invoices prior to payment
- Developing new and expanding existing collaborations and referral policies with other community organizations
- Providing leadership, guidance, and oversight to case managers and other program staff in program implementation and service delivery
- Managing program staff to ensure that all client case files meet specific program and agency documentation requirements
- Coordinating training for program staff on best case management practices, including trauma-informed care and motivational interviewing
- Developing protocols to assist clients in accessing additional benefits from federal, state and local sources

- Reviewing and approving all applications for program eligibility
- Reviewing and approving all financial assistance requests prior to payment
- Conducting regular case reviews with case managers; convening and participating in monthly collaborative Program meetings and case reviews
- Providing regular progress reports on outcomes and activities for Program Meetings
- Attending all required meetings and trainings

Supervisory/Human Resources Duties

- Conducting annual reviews and any disciplinary reviews of program staff
- Maintaining compliance with the HRC handbook in ensuring staff meets the agreed agency policies and procedures
- Other related duties as assigned to meet HRC objectives.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Employee is responsible for performing work accurately. Requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

- Minimum of a Bachelor's degree in Public Administration, Social Services or related field required; MSW or MPA or MNO/MNM a plus
- Minimum of three years of management/supervisory experience required
- Proven program development experience required
- Rapid rehousing, Homeless Prevention, Section 8/Housing Authority or similar housing assistance program or similar social service experience required
- Knowledge of community resources
- Use of own vehicle with current insurance
- Use of own cell phone
- Bilingual (English/Spanish) a plus, but not required
- HMIS experience preferred
- Satisfactory background check (criminal, civil, credit)

CERTIFICATES, LICENSES, REGISTRATIONS, DIPLOMAS

- Valid California Driver's License, and a satisfactory driving record

COMPUTER SKILLS

- Must be proficient with MS Office skills including Excel, Word, PowerPoint and Outlook, and standard office equipment.

OTHER SKILLS, ABILITIES, KNOWLEDGE REQUIRED

- Demonstrated dependability and initiative

- Demonstrated ability to handle crisis situations with a minimum amount of supervision
- Excellent financial management skills
- Excellent skills in grants compliance, management, and reporting
- Exceptional record keeping skills; ability to obtain and maintain accurate, detailed and confidential notes and client files specific to program requirements
- Must maintain program, client and agency confidentiality
- Must treat each individual with dignity and respect
- Ability to set and observe appropriate personal limits and boundaries, e.g., ability to limit personal involvement with homeless clients.
- Ability to manage staff
- Flexibility to deal effectively with a variety of people, situations, problems and challenges
- Must be organized, detail oriented and able to multi-task.
- Ability to take authority over projects, take initiative and accept responsibility.
- Ability to work in a team-based environment.
- Reliable transportation to support business development needs.

LANGUAGE SKILLS

- Proficient level ability to effectively communicate at management level including ability to read, write, and orally communicate (including presentation skills) at all levels of the company.

MATHEMATICAL SKILLS

- Ability to work with basic mathematical concepts (addition, subtraction, division, and multiplication), and apply concepts such as fractions and percentages to practical work and/or reporting situations.

REASONING ABILITY

- Must have the ability to define problems and seek workable solutions, apply principles of logical thinking to localized tasks and projects, as well as deal with a variety of concrete and abstract variables.
- Must have demonstrated ability to spot inconsistencies and suggest appropriate course of action.

GENERAL JOB PERFORMANCE STANDARDS

Employees must meet the following general job performance standards:

- **Knowledge Of Work** – Posses and utilizes knowledge of the job which is essential to perform the specific functions and related work.
- **Quantity Of Work** – Accomplishes an appropriate volume of satisfactory work under normal conditions. Ability to produce results.
- **Quality Of Work** – Consistently demonstrates accuracy, thoroughness, neatness and dependability to produce work within acceptable standards.
- **Timeliness** – Completes assignments on or ahead of schedule.

- **Ability To Learn New Duties** – Interprets, learns, and responds to instructions for new situations, procedures or methods.
- **Teamwork** – Places goals of HRC foremost when interacting with others at all levels. Builds an environment that fosters teamwork and enhanced task accomplishment through positive and supportive cooperation.
- **Communications** – Demonstrates relevance and clarity of written and oral expression. Expresses ideas clearly and demonstrates effective listening skills. Effective in exchanging ideas and information. Applies to communications with both co-workers and customers.
- **Job Commitment** – Shows initiative in willingly accepting responsibility. Performs expected and unexpected tasks, demonstrates tenacity in completing tasks. Willingly exerts extra effort when necessary to get the job done without being directed to do so.
- **Attendance & Punctuality** – Shows daily ability to be at work at scheduled time, including being prepared to work on time after breaks, meal periods and other authorized absences from work.
- **Decision Making & Judgment** – Gathers relevant data, sets clear objectives, evaluates alternatives, makes timely decisions and commits to courses of action. Uses sound judgment: does not act impulsively in reaching decisions.

WORKING ENVIRONMENT

Working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Variations in conditions may occur under certain circumstances.

- Approximately 80% of the time performing job duties is spent indoors, within a standard office environment; 20% spent outdoors either at other locations in support of program management efforts.
- Approximately 60% of the time is spent on the computer.
- Noise level in the work environment is usually moderate.
- The temperature of the work environment is moderate and ranges from 65 – 80 degrees.
- The work place is non-smoking with accommodations for smokers in outside locations.
- The overhead lighting is florescent.

PHYSICAL DEMANDS

- **Seldom (15 - 20%):** smell, taste, drive, and reach above shoulders
- **Occasionally (6-33%):** bend, twist, push, pull, climb, squat, crawl, kneel, and drive
- **Frequently (34-66%):** sit, reach with hands and arms; climb or balance; stand and walk; grasp with hands and fingers; and lift up to 20 lbs
- **Continuously (67-100%):** use hands to finger, handle or feel objects, tools, or controls; see (including close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus), hear and speak; key (i.e., computer, calculator, telephone); and lift (up to 10 lbs).

MACHINES, TOOLS AND EQUIPMENT

- **Seldom (5 - 8%):** automobile
 - **Occasionally (6-33%):** copier, fax, and 10-key calculator
 - **Frequently (34-66%):** computer
 - **Continuously (67-100%):** writing instruments and telephone
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- **TRAVEL:** negligible

EMPLOYEE STATEMENT OF UNDERSTANDING

I acknowledge that I have received, read, and sought clarification on any questions, and understand the content of this job description. I further understand that in order for HRC to retain necessary flexibility to meet organizational needs, this job description may be modified from time to time. I am able to perform all of the essential functions of this position.

I agree to comply with all laws and company policies, and understand my duty to report any suspected violations of the law or company policy to my immediate supervisor. I further understand that this job description in no way alters my employment at-will status with HRC.

Applicant/Employee Signature Date