

Catholic Social Services Job Description

TITLE: Program Manager
PROGRAM: BFS Medical Respite
STATUS: Full-time / salaried / exempt
SUPERVISED BY: Program Director, Brother Francis Shelter
UPDATED: 5/6/2019

Job Summary: Supervises the daily operations of the BFS Medical Respite a program, located on site at Brother Francis Shelter. The operation encompasses services 24 hours a day, seven days a week, serving up to 10 patient-guests. This position is also responsible for the direct supervision of medical respite staff.

QUALIFICATIONS:

Competencies: Must be able to maintain program/program participant/agency confidentiality, and treat each individual with dignity and respect. Must have the ability to establish and maintain professional boundaries with staff, program participants and volunteers. Demonstrated leadership, dependability, maturity, creativity, discretion, initiative, and flexibility. Ability and desire to work with a variety of people to carry out the mission and purpose of the program. Ability to provide supervision and be a team member with program staff, agency personnel, and community service providers. Ability to work with and advocate for the homeless. Ability to handle crisis situations with minimum supervision. Excellent interpersonal skills required. Ability to work alone or as part of a team. Commitment to provide services in a manner that is welcoming and appropriate to the special needs of those affected by trauma.

Education /Experience: Bachelor's degree in social work, sociology, psychology, counseling, business, or a related field. One year relevant work experience with supervisory and management duties required. Experience in a medical discharge, case management, or social work preferred.

Skills Required: Committed to collaboration and shared decision-making is a key part of leadership style. Desire to work with a variety of people, situations, and challenges to carry out the mission and purpose of the program. Demonstrated leadership, dependability, flexibility, and initiative. Must react effectively in crowded and stressful situations. Must be comfortable with a certain level of ambiguity that can be present in an evolving program. Ability to provide supervision and training to guest volunteers, interact positively with other CSS staff members and clients. Must be able to maintain appropriate boundaries with stakeholders to ensure the program operates within the intended scope. Appropriate interpersonal, written, and verbal communication skills. Team building skills. Basic computer skills in most Microsoft Office applications. Logistics skills in order to facilitate smooth operations of the shelter.

DUTIES & RESPONSIBILITIES

Program Design and Implementation

- Research and apply best practices both from local agencies and nationally.
- Implement policies and procedures in line with accreditation standards. Implement performance and quality improvement process in compliance with agency's process. Communicate changes and new rules/regulations to director.

- Evaluate program policies and practices regularly; this information is used to inform and adjust practice.

Program Administration

- Provide triage, intake and assessment of all potential patient-guests including managing the wait lists and re-entry processes.
- Maintain oversight of intake documentation, case notes and files to track client progress in achieving action plan goals. Create client files.
- Obtain and input required client intake information into Homeless Management Information System (HMIS) database.
- Act as liaison for HMIS needs. Ensure staff is trained and reports are correct and timely.
- Coordinate meal vendors.
- Provide crisis-intervention and avoiding retraumatization of patient-guests.
- Assist with coordination of transportation to medical appointments etc.
- Participate in case management meetings and contribute to leadership of the shelter. Attend all staff meetings.
- Pick up supplies as needed.
- Ensure effectiveness of operational cleaning procedures, including blankets, mats, towels, and kitchen.
- On call duties.
- Produce statistical and narrative program reports for grants, Continuous Quality Improvement, and other needs. Provide stats as requested.
- Review and forward Critical Incident Reports as necessary.
- Handle client issues.
- Immediately report serious personnel, shelter, or media incidents to director.

Budgeting

- Work with director with drafting and monitoring annual budget for germane portions of the program. Adjust expenditures as necessary; code and authorize check requests.

Facility Operations

- Oversee daily safety/cleanliness inspections; take appropriate action with clients when standards are not met.
- Notify facilities department of needed maintenance in program space.
- Perform and oversee daily facility needs of the program.
- Maintain necessary supplies on site.

Supervision

- Direct supervision of staff. Includes recruiting, selecting, training, scheduling, disciplining, and terminations (in conjunction with HR department).
- Ensure all staff have structured, strengths-based supervision and are trained in understanding trauma.
- Ensure shift staff is trained in effectively identifying and addressing client need.
- Ensure personnel are informed of and adhere to all CSS/BFS policies, as well as Department of Labor regulations.

- Supervise and direct employees and volunteers, ensuring staff management meets agency minimum requirements for job evaluation, problem solving, and employee discipline. Ensure that employee training meets accreditation standards and funding requirements and employees follow all data collection, accreditation and funding guidelines.
- Immediately report serious personnel, shelter, or media incidents to director.
- Monitor inventory of program supplies within budget. Ensure adequate levels of supplies, including janitorial, kitchen, laundry, and office supplies.

Community Relations

- Continue to build relationships with in the community through one-on-one networking, group meetings, and public outreach to help form partnerships, which will provide more resources for residents to break the cycle of homelessness.
- Engage with partner hospitals and agencies. Facilitate quarterly meetings.

Budget Management

- In conjunction with Program Director, draft operating, capital and grant budgets, monitor all financial reports; code and authorize check requests, assist with cost analysis; long range financial planning.

Other duties as assigned

Physical Requirements: Ability to lift 20 pounds.

Other Requirements: Must be able to work a variety of days in the mornings and evening hours in order to oversee a 24/7 operation.

Training Requirements: Agency and department orientation; First aid/CPR; de-escalation techniques; blood borne pathogens and any other updated training, as required. Attend all staff meetings and in service training as required. Must possess a valid AK driver’s license and must have own insured vehicle.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____