CATHOLIC SOCIAL SERVICES
JOB DESCRIPTION

TITLE: Program Manager
PROGRAM : Bezos Day 1 Family Grant
SUPERVISED BY: Chief Program Officer
STATUS: Full-time / salaried / exempt
UPDATED: 3/3/2020

JOB SUMMARY: Bezos Day 1 Family Grant Program Manager is responsible for the direct supervision and overall management of a housing and case management service provided to families who are homeless or on the brink of homelessness.

QUALIFICATIONS:

Competencies:
1. Demonstrated strategic thinker who can analyze information and promote process improvement.
2. Must be able to define and achieve outcomes for the program.
3. Demonstrated leadership, dependability, maturity, creativity, discretion, initiative, and flexibility.
4. Must be able to implement multiple programs simultaneously.
5. Must be able to speak publicly and interact with the Media.
6. Must have experience working with complex budgets.
7. Must be able to maintain program/program participant/agency confidentiality and treat each individual with dignity and respect.
8. Must have the ability to establish and maintain professional boundaries with staff, program participants and volunteers.
9. Ability to provide supervision and be a team member with program staff, agency personnel, and community service providers.
10. Ability to work with and advocate for the homeless.
11. Ability to handle crisis situations with minimum supervision.

Education/Experience: Bachelor’s degree in social work, sociology, psychology, counseling, human services, or related field, with knowledge of current professional standards of case management. One years of experience working with people experiencing homelessness, plus one year of supervisory experience.

Knowledge Base: Rapid Re-housing, Housing First Model, Diversion, Motivational Interviewing, Trauma Informed Care.

Skills: Excellent communication skills (oral and written) and computer skills. Must have skills in the areas of budget management, program development and evaluation, and employee supervision. Discretion, flexibility, and organizational ability sufficient to fulfill position responsibility with minimum supervision. Ability to relate to other employees, program participants and the public. Excellent interpersonal and team building skills.

Duties & Responsibilities:

1. Program Implementation/Design and Development/Evaluation: Oversee a Rapid Rehousing/Diversion program. Implement program goals and objectives. Evaluate and measure outcomes of program services. Recommend program service adjustments to HFS Program Director and or Chief Program Officer as needed. Monitor needs assessments and design strategies for service delivery. Draft program goals, objectives, and methodologies.

2. Fiscal Management: Collaborate with controller, grant administrator and HFS Director to draft operating, capital, and grant budgets. Monitor all financial reports. Code and
authorize check requests. Approve credit card transactions. Operate within approved budget. Complete duties within timelines and budget.

3. **Client advocate**: Act as an advocate on behalf of population served and/or individual clients when necessary. Hear and address client grievances.

4. **Personnel Management**: Responsible for all supervisory duties to include: recruiting, interviewing, hiring, and training new staff; coordinating continuing education; performance evaluation; regular supervision meetings; monitoring employee morale and welfare; handling employee discipline and separations. Approve leave requests; authorize time sheets and other personnel actions. Draft/amend position descriptions.

5. **Policies, Procedures, and other Regulations**: Monitor and comply with all agency, municipal, state, and federal regulations regarding program operations and/or funding requirements/restrictions. Draft/implement/enforce appropriate program policies and procedures.

6. **Inter/intra agency relations**: Attend program manager meetings, and other meetings/events as required. Participate in task forces as required. Network with other providers and attend community meetings on behalf of the agency as needed/directed.

7. **Media Relations**: Work with the development team on community messaging. Represent CSS and Bezos Day 1 Family Grant project to the media when required.

8. **Reporting**: Oversee submission of regularly scheduled narrative, statistical, grant reports; other reports as required.

9. **On-Call**: Member of the on-call rotation team for Brother Francis Shelter.

10. **Other duties as Assigned**

11. **Physical Requirements**: Must be able to lift up to 25 pounds.

12. **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.

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: _____________