



FAMILY
ELDERCARE

Job Description

Job title: Rapid Rehousing Program Manager	Reports to: Director
Program: Financial and Housing	Work Location: Rutherford Office
Position Status - Full-time FLSA Classification - Exempt	Salary Compensation: \$65,457

Summary:

The Rapid Rehousing Program Manager will be responsible for the management and oversight of the Rapid Rehousing program which includes more than 20 staff and a \$5.5 million annual budget. The essential functions include determining program goals, objectives, monitoring and reporting the effectiveness of services and staff, and incorporating the agency mission and core values end-to-end.

Essential Responsibilities:

1. Supervisory Responsibilities

The Program Manager is responsible for the full range of supervisory activities including selection, training, evaluation, staff counsel, and recommendation for dismissal.

- Respond to client grievances and concerns in adherence to Family Eldercare standards.
- Establish and maintain infrastructure including manuals, forms, assessments, reports, and training to ensure sound service delivery and administration
- Maintain high-level communication with Financial & Housing Stability Leadership and agency Leadership
- Manage a team of Rapid Rehousing Case Managers and Team Leaders and plan for, participate in, and make meaningful use of supervision
- Support the development of staff SMART (Specific, Measurable, Achievable, Relevant, Timely) goals
- Provides technical advice and assistance to the staff and leadership across the agency.
- Brief Director on staff including performance evaluation and staffing recommendations.

2. Program Development

The Program Manager establishes program standards, methods, policies, and procedures.

- Establish short-, mid-, and long-term goals to achieve program success and lead team development.
- Establish and maintain infrastructure including manuals, forms, assessments, reports, and training to ensure sound service delivery and administration
- Manage and report on multiple contracts with federal, state, local government and private foundation funders and ensure that service delivery is aligned to grant award terms and conditions
- Work with community partners to establish new partnerships and referral networks for rapid rehousing housing clients. Coordinates and collaborates with stakeholders.
- Identify and coordinate useful and relevant trainings for the team.
- Track program outputs and outcomes, oversee evaluation, and prepare reports for program funder.
- Assists in developing, managing, and submitting budget information.

Education and Experience:

- 3+ years previous experience managing housing/homelessness assistance programs.
- 3+ years' experience working with marginalized populations which must include people experiencing homelessness.
- Experience and ability to analyze reports and data to identify trends and to manage teams.
- Preference for candidates with Bachelor's or Master's Degree in Social Work or related field of study.
- Preferred Homeless Management Information System database experience.
- Must have reliable transportation, valid Texas Driver's License, active automotive insurance, and a satisfactory motor driving record.
- Must be able to meet minimum standards for a criminal background check.

Competencies:

Any combination of the suggested education and experience will be considered for this position. In addition, the following will be considered:

- Complex mathematical and budgetary computation skills
- Commitment to Housing First and Trauma Informed Care principles and ending and preventing homelessness and housing instability.
- Bilingual and/or American Sign Language is a preferred skill.
- Demonstrated ability to work under pressure and meet deadlines while maintaining a positive attitude and providing exemplary customer service
- Ability to exercise sound judgement, diplomacy, and maintain good working relationship across the organization and with community collaborators.
- Proficiency in Microsoft Office Suite including SharePoint
- Knowledge of community-based services and resources -AND/OR public benefits programs
- Excellent interpersonal communication skills

Working Conditions/Physical Requirements:

This position operates in an office environment with remote work flexibilities. There will be routine use of standard office equipment such as computers, phones, and photocopiers. The role will require contact with currently and formerly homeless individuals who may have mental illness, substance use disorder, -AND/OR- trauma experiences.

- Ability to interact with clients, volunteers, staff, family and outside community partners
- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards
- Ability to lift and carry up to 30 lbs.

Travel

This position requires moderate transportation and will require use of personal vehicle. Typical workdays will be based at Family Eldercare offices with occasional community visits. Travel is reimbursed at the approved IRS mileage rate.

Acknowledgement and Review:

By signing this job description, I acknowledge that I meet the qualifications, and am able to perform all job functions, duties, and responsibilities with or without reasonable accommodations. I further understand that I am responsible for promptly and effectively communicating in writing to the Company any need for accommodation. I acknowledge that I have read, understand, and may receive a copy of this Job Description. I further understand that Family Eldercare reserves the right to modify any Company policies, procedures, and processes based on organizational needs.

Print Employee Name:

Employee signature:

Date:

