



**FAMILY ELDERCARE**

**Job Description**

Job title: Permanent Supportive Housing Program Manager	Reports to: Director
Program: Financial and Housing	Work Location: Rutherford Office
Position Status - Full-time FLSA Classification - Exempt	Salary Compensation: \$61,505- \$71,510.40

**Summary:**

The Permanent Supportive Housing Program Manager will be responsible for the oversight over the permanent supportive housing program including determining program goals, objectives, and monitoring the effectiveness of services and staff. The position provides the necessary leadership to ensure the program achieves outcomes of long-term housing stability, increased connections to health care and social services, and improved life factors related to the social determinants of health.

**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 Permanent Supportive Housing Case Managers and plan for, participate in, and make meaningful use of supervision.
- Aide in 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
- Work with community partners to establish new partnerships and referral networks for permanent supportive 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.

### 3. Service Delivery

The Program Manager ensures successful outcomes and the full capacity of the program; at times, it may be necessary to provide direct service delivery to achieve that end.

- Ensure payments related to housing stability are made on-time and in full.
- Develop individualized service plans to establish scope of services and to monitor progress toward client goals; ensure that service plans are process oriented, participatory, holistic, and comprehensive.
- Maintain client contact to achieve the goals set in the service plan.
- Identify, refer to, and collaborate with formal and informal networks to support service plans and client success.
- Conduct assessments regularly and maximize connections to community resources, public benefit programs, and assistance in the community.
- Maintain updated client eligibility documentation to ensure program compliance.
- Maintain client records in accordance with HIPPA guidance and Family Eldercare standards.
- Complete accurate data entry and submit complete documentation in accordance with funder and Family Eldercare requirements.
- Respond to communication regarding referrals and clients within 24 hours during work week.
- Consistently advocate on behalf of clients; act as a mediator and seek solutions to housing stability concerns.

### **Education and Experience:**

- Previous experience managing supportive housing programs.
- 1-3 years' experience working with marginalized populations which must include people experiencing homelessness.
- Minimum of 2 years management and/or supervisory experience.
- 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.
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### **Competencies:**

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

- 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. 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. Program Manager may enter homes in which there is smoking.

- 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 to client homes and providing clients escort to appointments. 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: