

Job Description

POSITION: Program Manager
PROGRAM/LOCATION: SFLC/BFLC/RISE
SUPERVISOR: Director of Programs

PROGRAM SUMMARY:

The Sobrato Family Living Center (SFLC) is a 50-unit long-term transitional housing facility for families with children, with services delivered primarily under a Service Enriched Housing model. 8 of the households participate in a HUD-funded Permanent Supportive Housing Program. The other 42 households can stay up to 2 years.

The John H. Boccardo Family Living Center (BFLC) is a 26-unit transitional housing facility for families with children. BFLC includes 4-month (seasonal) and 2-year transitional housing for the homeless, as well as 7-month (seasonal) migrant farm worker housing.

RISE (Raising Income through Scholarship and Education) is a scholarship program for homeless and formerly homeless parents of minor children. The program provides financial assistance for vocation programs and 2-year degrees in order to help the participants increase their earning potential.

PRINCIPAL RESPONSIBILITY:

The Program Manager will be held accountable for all program operations to the benefit of EHC LifeBuilders. Program Managers will:

- Ensure that appropriate, effective and efficient services are provided to those we serve,
- Demonstrate excellent management and leadership, and
- Maintain good internal and external relationships, as well as the integrity of EHC LifeBuilders.

DUTIES/RESPONSIBILITIES:

Program Design and Development (15%)

- Establish and/or maintain service management plan in collaboration with the Director of Programs.
- Work with the Director of Programs and executive leadership to establish a vision for the program consistent with the agency's mission and community's need.
- Participate in ongoing analysis of and program alignment with industry best practices.
- Proactively develop new, funded activities within the program and in collaboration with Resource Development.
- Proactively and consistently improve the quality and effectiveness of program services.

Program Administration (20%)

- Meet the program service delivery goals and outcomes as outlined in the service management plan.
- Collaborate with Resource Development on completion of funding proposals and ensure that proposals are in line with service management plan and/or agency strategic plan.
- Manage program's budget, including timely invoice approval and review of financial reports.
- Achieve budgeted net revenue as agreed upon with Director of Programs.
- Establish and maintain productive working relationships with other departments including Data Management, Property Management, Resource Development and Accounting/Finance.
- Administer and manage funding contracts, including submitting timely reports, monitoring contract spending, and maintaining compliance with contractual requirements.
- Prepare and present written and oral quarterly reports of the program's progress toward service delivery goals, outcomes, budget goals and program successes.

Property Management (20%)

- Manage the program's leasing activities, including timely responses to leasing violations, tenant notifications, and documentation of property incidents, activities and resident issues.
- Regularly inspect the property and notify Property Management of any maintenance issues in a timely manner.
- Secure units for subsidized RISE participants throughout Santa Clara County and liaise as appropriate with external landlords.
- Appropriately communicate with Director of Property Management regarding leasing activities and property issues.
- Collaborate with tenants and landlords to maintain a safe environment for all participants.

Employee Management and Leadership (20%)

- Organize the work of the program and delegate responsibility to staff members as appropriate.
- Provide for the training and supervision of staff and volunteers.
- Facilitate weekly staff meetings and other program related meetings.
- Maintain appropriate lines of communication with direct reports and management, ensuring that all staff receives information that is relevant to their employment with EHC and that management receives relevant program information.
- Ensure the program has appropriate levels of volunteers to support operations and that volunteers are appropriately qualified and screened.

Direct Service (25%)

- Provide client case conferencing in order to monitor client progress and ensure adequate levels of support to clients.
- Work with staff to maintain thorough, accurate records of case management activities with every program participant and maintain files according to agency standards.
- Provide case management and other direct service to clients.
- Coordinate and staff community activities, events, and workshops.
- Ensure that excellent customer service is provided in order to achieve an 85% client satisfaction rating as measured in quarterly surveys.

General

- Attend all meetings relevant to this position.
- Assist with other duties assigned.

QUALIFICATIONS:

Education and Experience

- Masters degree in social work, public administration, or a related human services field with at least 3 years experience working in a clinical setting preferred or equivalent experience
- 5 years management experience preferred
- Prior experience providing direct service to homeless families preferred

Skills, Abilities, and Knowledge

- Ability to quickly build trust and rapport in interpersonal relationships
- Strong written and oral communication skills
- Ability to analyze and understand financial reports.
- Exceptional listening, critical thinking, and problem solving skills
- Strong facilitation and mediation skills

- Ability to develop and maintain relationships with community partners and outside agencies
- Experience working in fast-paced, outcome-driven environment
- Strong understanding of performance management principles
- Demonstrated ability to think systematically, analytically, and logically
- Ability to manage multiple projects concurrently and be flexible with priorities
- Demonstrated ability to develop and maintain priorities and meet established deadlines
- Exceptional organizational skills
- High level of flexibility and ability to prioritize appropriately
- Ability to work with people of diverse socio-economic and cultural backgrounds
- Understanding of and sensitivity to the needs of the homeless
- Understanding of and strong adherence to social work ethics

Characteristics

- Desire to continually develop skills and increase knowledge through lifelong traditional and experiential learning
- Strong sense of accountability
- Values working as part of a team, but with high capacity to work independently
- Demonstrates that the work is client-centered
- High level of professionalism with internal and external audiences
- High level of cultural awareness, responsiveness, and competency
- Desire to be a leader in a high energy environment and exhibits leadership qualities (e.g., modeling desired behaviors, empowering others to act, appropriately challenging process barriers, celebrating accomplishments, etc.)
- Enthusiasm, creativity, initiative, and sense of humor required

Other

- Valid CA Driver's License
- Reliable personal vehicle for regular local travel to meetings and the properties
- Ability to lift up to 30 lbs. on occasion
- Ability to climb stairs on occasion in order to visit units under this position's management
- Bilingual in Spanish preferred