



Crisis House Job Description

Job Title: Program Manager, Homeless Services

Job Location: Santee, on-site

Department: Programs

Reports to: Director of Programs

FLSA Status: Non-exempt

Salary: \$28-\$32/hour

Summary:

The Program Manager of Homeless Services will provide day-to-day leadership and support to the Homeless Services Department. The Program Manager will be responsible for overseeing programs and grants related to individuals at risk of or experiencing homelessness, through outreach, diversion, case management, rapid rehousing, and supportive services. As a member of the Leadership Team, this position models the core values of Crisis House, participates and/or facilitates in organization-wide initiatives, and works to advance the mission and vision.

Supervisory Responsibilities:

- Recruits, interviews, hires, and trains new staff.
- Oversees the daily workflow of the department.
- Provide constructive and timely performance evaluations.
- Coaches and counsels staff and administers appropriate disciplinary action in a timely manner.

Essential Duties and Responsibilities

- Program Management
 - o Plans, manages, and oversees the daily functions, operations, and activities related to assigned programs, including the operations of homelessness initiatives.



- Provides oversight of cases, reviewing and auditing case files, sitting in on appointments, and providing prompt and actionable feedback to subordinates.
- Develops and standardizes procedures and methods to improve and continuously monitors the efficiency and effectiveness of assigned programs, service delivery methods, and procedures for local data collection and reporting; assesses and monitors workload, administrative, and support systems; identifies opportunities for improvement and makes recommendations to higher-level management.
- Work closely with the Director of Programs to ensure gaps in services are identified and barriers to the direct staff's work are addressed.
- Participate in annual Point-in-Time Count.
- Provides leadership to direct reports that upholds the values of transparency, integrity, positivity, inclusivity, and teamwork.
- Identifies, builds, and maintains relationships with community partners, identifying opportunities for new community sites and community partners.
- Case Management
 - Review caseloads with case managers to ensure enrolled clients are properly documented in the database, have a housing plan to lead to permanent housing, and are being provided the necessary support services at an acceptable cadence.
 - Provides oversight of cases, reviewing and auditing case files, sitting in on appointments, and providing prompt and actionable feedback to subordinates.
 - Manage a caseload of rapid rehousing clients in alignment with grant requirements.
- Compliance and Reporting
 - Manages and participates in the development and implementation of projects, goals, objectives, policies, and priorities in the area of assignment.
 - Participates in the development, administration, and oversight of division budgets, authorizes expenditures, and approves invoices.
 - Tracks deliverables for assigned program(s) regularly, ensuring compliance with grant and departmental requirements.
- Other duties as required due to the business needs of the organization.



Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Language Ability:

Ability to read and interpret documents such as professional journals, governmental regulations, and procedure manuals. Ability to write reports and correspondence. Ability to speak effectively before groups of clients or employees.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

To perform this job successfully, an individual should know Microsoft Office (e.g. Outlook, Word, Excel, Teams), Clarity, HMIS, and other related software.

Education/Experience:

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

- Bachelor's degree in social work or any equivalent combination of training and experience that provides the required knowledge, skills, and abilities.
- Two (2) years of lead or supervisory experience required.
- Three to four (3-4) years of experience in program management in the social services field required. Five (5) years of progressively responsible professional-level experience working with homeless programs and populations is preferred.

Certificates and Licenses:

Possession of a valid California Class C driver's license and an acceptable driving record is required by the time of appointment and during the course of employment.



Knowledge, Skills, and Other Abilities:

- Passion for Crisis House's mission of providing services to individuals and families fleeing domestic violence or experiencing homelessness.
- Strong organizational skills and ability to smoothly manage competing priorities and respond to the needs of a dynamic organization, effective problem-solving and decision-making skills.
- Ability to work independently and follow through on assignments with accuracy and minimal direction.
- Excellent written and verbal communication skills; comfortability with speaking in groups and creating presentation decks or related materials for donor meetings and proposals.
- Excellent interpersonal skills and demonstrated ability to successfully work as part of a team.
- Ability to maintain confidential information of clients and partners.

Physical Demands:

The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is regularly required to sit for long periods at a computer. The employee is required to walk, sit, use hands, and reach with hands and arms. The employee is required to climb, stand, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.



While performing the duties of this job, the employee is occasionally exposed to indoor and outdoor settings and works in close proximity to others. Employee occasionally may need to work weekends and evenings based on business needs.

Benefits:

100% paid health insurance (Dependent coverage available), Dental and vision coverage, 401k after 6 months, 13 paid holidays, 7 days of paid sick leave, 2 weeks of paid vacation, 2 wellness days.

To Apply: Take the first step in making a lasting impact. Apply now to become our Program Manager, Homeless Services, and lead the charge toward a brighter future for those in crisis and in need of support. Email a cover letter and resume to kelcie@crisishouse.org with "Program Manager, Homeless Services" in the subject line.

This job description is not meant to be a complete listing of professional duties or responsibilities. Management reserves the right to amend any job description and/or procedure herein.

Management will make every effort to notify employees of said changes within a reasonable amount of time.

Crisis House is an equal-opportunity employer and makes employment decisions based on merit, qualifications, and competence. Company policy prohibits unlawful discrimination based on gender, race, color, religion, creed, national origin, ancestry, citizenship, pregnancy, age, marital status, sexual orientation, medical condition, physical or mental disability, veteran status, or any other consideration made unlawful by federal, state, or local laws.

Crisis House will consider qualified applicants with a criminal history pursuant to the California Fair Chance Act. You do not need to disclose your criminal history or participate in a background check until a conditional job offer is made to you. After making a conditional offer and running a background check, if Crisis House is concerned about a conviction that is directly related to the job, you will be given the chance to explain the circumstances surrounding the conviction, provide mitigating evidence, or challenge the accuracy of the background report. Find out more about the



Fair Chance Act by visiting calcivilrights.ca.gov/fair-chance-act/.

X

Employee