



## **JOB DESCRIPTION**

**Title:** Program Manager

**Department:** Temporary Bridge Shelter Program

**Reports To:** Program Director

**FLSA Status:** Full-Time, Exempt

**Salary Range:** \$58,000-69,000 commensurate with experience, + benefits package

---

## **JOB SUMMARY**

The Program Manager is responsible for creating a positive and empathic environment in which to oversee the day-to-day activities of staff, providing subordinate staff with the necessary support and training in addition to providing homeless individuals and families with connections to appropriate housing, programs, and resources through one-on-one case management that develop individualized case-plans that promote client progression towards obtaining and maintain self-sufficiency.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Management:

- Daily program oversight, on-call 24/7.
- Maintains a safe and healthy work environment by establishing and enforcing organization standards and adhering to all applicable Federal, State, and local employment laws and regulations.
- Communicate and adhere to program policies and procedures and model professional rapport with all staff, clients, and partners per the Operations Manual.
- Maintains documentation of trainings, budgets, housing contracts, client contracts, and other pertinent information following the agency's best practices.
- Ensure program compliance with organization and contractual mandates, including confidentiality laws.
- Attend all required meetings.
- Broker and coordinate partner services and act as community liaison with partner agencies and the City, County, and San Diego Housing Commission.
- Ensures that services are provided in a culturally appropriate and equitable manner.
- Ensures direct service staff utilizes Motivational Interviewing and Trauma-Informed Care techniques.
- Assist Program Director in completing sensitive reports for funders, referring entities, and agents.
- Provide management and supervision of staff to include:
  - Monitor and evaluate staff and adherence to policies and procedures, caseload assignments, client interactions, interventions, and documentation of services.
  - Creates and communicates work schedules and staff meetings.
  - Assist in recruiting, interviewing, and hiring program staff.
  - Ensures staff receives initial and ongoing training necessary to meet their job expectations.
  - Assess and complete staff work performance evaluations.
  - Conducts employee coaching, counseling, and disciplinary action, as necessary.
- Case Management and Housing Specialist Oversight:
  - Data Management - Ensures HMIS users follow agency and best standard practices.
  - Ensure clients are referred/enrolled to appropriate community resources, including appropriate medical, substance abuse, and therapeutic services.
  - Ensure the development, implementation, and monitoring of client progress in individualized housing, financial, and self-sufficiency plans.
  - Ensures the development and maintenance of a productive case management relationship with clients, including weekly or more frequent meetings to review, evaluate and support completion of individualized action plans, and address unanticipated needs as they arise.
  - Ensures staff securely prepares, presents, and documents client cases.
  - Ensures case managers and housing specialists work as a multi-disciplinary team that reviews client cases and develops action plans that meet each client's individual needs.

## **QUALIFICATIONS**

Knowledge of:

- Understanding of Housing First, Trauma-Informed Care, Conflict Resolution, Motivational

Interviewing, Low Barrier Operations, and Prevention and Diversion practices.

- Understanding of theory, principles, and practices of homeless housing interventions, social services, case management, eviction prevention, shelter diversion, and crisis intervention.
- Knowledge of all applicable Federal, State, and local laws, codes, regulations, and departmental policies and procedures.
- Principles and practices of data collection and report preparation.
- Research, statistical, analytical, and reporting methods, techniques, and procedures.
- Modern office practices, including word processing, database, and spreadsheet applications.
- Professional team building and training techniques.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and staff training in work procedures.

Ability to:

- Maintain confidentiality of sensitive personal information of applicants, current and former clients, landlords, and other matters affecting tenant relations.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner.
- Effectively problem-solve and maintain composure in high-pressure situations.
- Analyze, interpret, summarize, and present administrative, technical, and analytic data effectively.
- Make accurate arithmetic, financial, and statistical computations.
- Utilize strong interpersonal skills and critical thinking to resolve staff conflicts.

### **Education and Experience:**

Any combination of training or experience that would provide the required knowledge, skills, and abilities necessary to fulfill the responsibilities and duties of the assigned employment classification.

- Master's Degree from an accredited four-year college or university with major coursework in healthcare, psychology, sociology, social work, public administration, or a related field, and two (2) years of applicable job experience, or
- Bachelor's Degree with a focus on healthcare, psychology, sociology, social work, public administration, or a related field and four (4) years of relevant job experience.
- Three (3) years of management and supervisory experience, preferred.
- Proficient in Microsoft Office (Outlook, Word, Excel, and PowerPoint).
- Adept in Clarity and CIE.
- Ability to communicate effectively in person, meetings, presentations, video conferencing, and over the phone.

Interested candidates can apply by emailing a cover letter, resume, and completed application to [HR@alphaproject.org](mailto:HR@alphaproject.org). To obtain an employment application, visit our website at [www.alphaproject.org](http://www.alphaproject.org). Select the "About" tab, then select Employment.