

JOB DESCRIPTION



TITLE: Program Manager, Housing Services

DIVISION: Safe Relationships

REPORTS TO: Director, Interpersonal
Violence Services

SUPERVISES: Shelter Coordinator and
multiple Victim Advocate Case Managers

JOB BAND: 9

STATUS: Exempt, Full-Time

LAST REVIEWED: January 2024

Summary:

Promotes hope and healing to those impacted by interpersonal violence by coordinating and implementing the agency's emergency shelter and housing placement services. Seeks to continually weave trauma-informed and trauma-responsive practices into Family Services engagement with shelter guests. Supervises, trains, and equips a staff team including the Shelter Coordinator, multiple Victim Advocate Case Managers and additional staff as assigned. Deeply participates in partnerships of local agency homelessness providers and state-wide partnerships with other Domestic Violence shelters to coordinate, learn and improve service delivery.

Essential Functions:

- ⬆ Provides oversight, supervision and leadership to shelter and housing placement services and staff.
- ⬆ Plans, organizes and administers current programs and services impacting housing and case management, and identifies innovative service areas that will allow Family Services to improve.
- ⬆ Implements agency policy and procedure regarding confidentiality and State and Federal program rules and regulations. Ensures client files meet required standards.
- ⬆ Maintains a trauma informed approach across all housing services by developing and sustaining staff knowledge and skills related to trauma.
- ⬆ Ensures active staff participation within all levels of the local Continuum of Care homelessness response partnership, advocating for services for clients impacted by interpersonal violence across the community.
- ⬆ Supports the Division VP and Director in the development of grant applications and reports.
- ⬆ Ensures data quality and regular data entry in the program database.
- ⬆ Provides crisis intervention services, advocacy, and housing placement services on behalf of domestic violence survivors and their families. Provides backup shelter coverage as needed on nights and weekends. Provides back-up coverage for crisis calls, as needed.
- ⬆ Plays an active role in raising the visibility of the Family Services shelter and housing programs, connecting the programs to the larger community, and using those linkages to increase the level of community resources (financial, volunteer, tangible, and in-kind) which benefits FSI programs.
- ⬆ Maintains harmonious working and collaborative programming relationship with various sponsoring and advisory groups and other related services agencies.
- ⬆ Assures quality service by being knowledgeable of and enforcing rules, regulations, legal requirements, and maintaining documentation necessary for programming and accountability, and by evaluating program effectiveness. (ESG, HUD, Continuum of Care.)
- ⬆ Perform other duties as incumbent upon the position and as assigned.

Knowledge, Skills & Abilities:

- ⤴ Bachelor's Degree plus three to five years of relevant work experience required. Master's Degree preferred.
- ⤴ Knowledge of delivery and management of services to survivors of interpersonal violence and/or to individuals experiencing housing instability and homelessness.
- ⤴ Experience supervising staff and coaching to excellence.
- ⤴ Demonstrated commitment to trauma informed care.
- ⤴ Knowledge of grant reporting, data tracking, and record keeping.
- ⤴ Maintains dignity and self-control in stressful situations and objectivity about personal strengths and limitations.

Work Environment and Physical Requirements:

- ⤴ Maintains physical condition appropriate to the performance of assigned duties and responsibilities, which may include the following: walking, bending, stretching, lifting, standing or sitting for extended periods of time, operating assigned equipment.
- ⤴ Ability to work flexible/overtime hours, as needed, including evenings and weekends.
- ⤴ Requires valid NC driver's license and ability to travel between various agency sites and community resources.

Equal Employment Opportunity

Family Services, Inc. provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

Americans with Disabilities Act

Applicants as well as employees who are or become disabled must be able to perform the essential duties and responsibilities either unaided or with reasonable accommodation. Family Services, Inc. shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

Job Responsibilities

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential responsibilities of the job and should not be considered a detailed description of all the work requirements of the position. Family Services, Inc. reserves the right to revise the job duties and responsibilities at any time with or without notice, based on the needs of the organization.

Supervisor: I have approved this job description and reviewed with the employee.

Signature:

Date:

Employee: I have reviewed this job description with my supervisor and acknowledge receipt. I understand the requirements, essential functions and duties of the position as listed above.

Signature:

Date: