

## **POSITION DESCRIPTION**

Position: Assistant Program Manager  
Program: Reno Shelter Programs  
Reports to: Operations and Compliance Director  
Status: Non-exempt  
Date Prepared: 7/2020

### **POSITION SUMMARY:**

The Assistant Program Manager is responsible for quality service in a safe, non-judgmental manner to all program participants compassionately and professionally as it relates to the specific program objectives. Objectives include supportive interaction with program participants and team members, supporting the safety and the integrity of all participants, and performance of all work duties as required. Work is performed in a cost effective and service oriented manner as it relates to established organizational standards. This position works in conjunction with the Program Manager and assumes the role of the Program Manager when the Program Manager is absent for any significant amount of time or as requested.

### **OBJECTIVES/ACTIVITIES:**

- A. Responsible for operations, monitoring and safety of the program.
1. Maintain clear, thorough, routine communications with the Program Manager, Operations and Compliance Director and/or Regional Director on all issues including participants, programmatic and personnel.
  2. Ensure HMIS entry is accurate and completed on a daily basis or per allotted time frame per the requirements of the policies and procedures.
  3. Monitor HMIS usage and answer staff questions in relation to HMIS as requested.
  4. Identify staffing needs and report gaps to the Program Manager.
  5. Find or provide emergency shift coverage, as requested by the Program Manager.
  6. Review shift logs.
  7. Assist with inventory control of all linens or other rented items.
  8. Report needed office, cleaning and other program supplies to Program Director.
  9. Create and ensure adherence to a cleaning schedule of facility.
  10. Request maintenance repairs as necessary.
  11. Report any safety concerns immediately to the Program Manager, or Operations and Compliance Director.
  12. Make recommendations to the Program Manager for program quality improvement
  13. Assist with the implementation and compliance of all company policies and procedures.
  14. Create and maintain accurate bed rosters.
  15. Ensure client intakes are completed with accuracy and files are maintained.
  16. Ensure the safekeeping and disposal of all participant belongings per policies and procedures, maintain property and property disposal logs.
  17. May perform other duties as assigned.
- B. Responsible for staff.
1. Participate in new hire interviews.
  2. Assist with the training of new employees on all aspects of the position.
  3. Provide work direction for staff...
  4. Document employee concerns and provide documentation to Program Manager
  5. Participate with employee corrective actions and counseling memos.
  6. Assist with employee evaluations.

7. Assist with staff trainings as requested.
  8. Identify appropriate ongoing training for both new and existing staff and report needs to the Program Manager.
  9. Ensure staff compliance of program policies and procedures.
- C. Responsible for compassionate, safe, low-barrier programming for all shelter participants.
1. Role model positive behavior to help clients as they work towards self- sufficiency.
  2. Monitor and observe participant activities for noncompliance with program safety rules.
  3. Answer client questions with clear and thorough communication.
  4. Assist with House Meetings.
  5. Assist with the investigation of grievances as requested.
  6. Review and monitor incidents and keep log for tracking, report serious incidents to the Program Manager, Operations and Compliance Director or Regional Director.
  7. Document and report all client concerns and/or infractions that can impact the program security
- D. Responsible for all areas of maintenance in compliance with company policies.
1. Review shift logs, observation logs, and critical information reports and audit all reports on a daily basis for appropriate action.
  2. Secure approval for exceptions to standard policy.
  3. Direct available resources as required.
  4. Comprehend and adhere to ethical standards, program philosophy guidelines, and confidentiality laws.
  5. Delegate maintenance duties to staff to insure a high standard of cleanliness and safety at each program site.
  6. Participate in safety drills and staff training around health and safety.
  7. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.
- E. Responsible for self-development.
1. Continually learn and enhance technical and interpersonal skills.
  2. Attend staff meetings/assigned training seminars and complete required certifications, i.e. CPR, First Aid, etc.

**EDUCATION AND EXPERIENCE:**

This position requires a Bachelor's Degree in Business, Social Work or a related field or (3) years' experience working with the homeless population. This position requires prior supervisory experience and demonstrated ability in record keeping, good written and verbal communication skills. This position requires the demonstrated ability to work in conjunction with the Program Manager. It requires general knowledge of the homeless population, a general knowledge of personnel management, establishing and maintaining positive relations with the general public, funding agency, clients and other staff, principles of alcohol and other drug abuse, addiction and treatments, computer literate including the compilation of statistical and demographic information. One must have knowledge of problems unique to women, minorities, persons with disabilities, HIV and Aids, substance abusers, and general homeless population and sensitivity to associated issues. This position requires CPR and First Aid training within ninety (90) days of employment date and re-certification as necessary and T.B testing bi-annually. A clear, valid Nevada driver's license and ability to meet organization's insurance carrier guidelines are required.

**SPECIFIC SKILLS REQUIRED:**

Teamwork skills  
Oral and written communication skills  
Ability to de-escalate crisis situations and assist residents and staff in emergency situations  
Organizational skills  
Analytical and decision making ability

**PHYSICAL REQUIREMENTS:**

Lift and move up to 25 pounds  
Physically able to safely maneuver weight distribution of a client in an emergency situation  
Stand, walk, bend, stoop, and sit frequently  
Able to climb stairs as needed  
Kneel occasionally

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are many times performed independently with accessible guidance and direction from the Program Manager, Operations and Compliance Director or designated lead. This person must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

**SUPERVISION EXERCISED:**

This position supervises, lead support staff, and support staff including interviewing, training and disciplinary responsibilities as the program needs may require.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with county/state/city and business entities, clients, and all levels of support staff. The Support Staff is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

**FINANCIAL RESPONSIBILITY:**

Substantial financial loss through loss of business contracts is possible.

**NUMBER OF EMPLOYEES:**

In conjunction with the Program Manager 50-60 employees report to this position.



**This Assistant Program Manager job description does not constitute a written or implied contract and may be changed as business needs arise.**

Indicate anything that would keep you from meeting the job duties as outlined above.

---

---

Employee Signature \_\_\_\_\_ Date Signed: \_\_\_\_\_