

## **POSITION DESCRIPTION**

Position: Program Manager  
Program: Auburn Shelter Program  
Reports to: V.P./Chief Operations Officer  
Status: Exempt  
Date Prepared: 10/15

### **POSITION SUMMARY:**

The Program Manager is responsible for assuring quality service to all program participants through the development of programs and resources, assessment/placement of clients, and management of daily workflow as it relates to overall organizational operations. In addition, the Manager assures that all work is performed in a cost effective and service oriented manner in accordance with negotiated contracts, appropriate procedures and established organizational standards. The Program Manager coordinates program requirements with other operational areas and has overall responsibility for the supervision, development and motivation of staff.

### **OBJECTIVES/ACTIVITIES:**

- A. Responsible for the development and management of all financial and contractual aspects of the program services.
  - 1. Assist the CFO in the development and monitoring of annual budgets working towards goal achievement.
  - 2. Provide quality program services within established budgets.
  - 3. Serve as liaison to county contract personnel.
  - 4. Provide all documentation to comply with contractual agreements.
  - 5. Participate in developing community relations and maintain positive image of the program.
  - 6. Assist in the acquisition and renewal of grants.
  - 7. Complete monthly, quarterly, and annual reports for the funding sources.
  - 8. Refer new sources of funding to senior management and assist, as possible, in securing such funds.
  - 9. Develop and maintain approved operations manuals.
  
- B. Responsible for the management of all areas of daily operations and activities of the program services in compliance with company policies.
  - 1. Manage all property maintenance, security, and safety concerns that arise on a daily basis at the program sites.
  - 2. Coordinate client placement referrals to determine appropriateness of program placements.
  - 3. Respond to complaints from contracting agents, clients, property neighbors and all other program related affiliates.
  - 4. Maintain accountability and inventory of program equipment and supplies.
  - 5. Respond to all client grievances.
  - 6. Supervise the coordination of all medical, psychological, psychiatric, and /or other necessary evaluations of clients.
  - 7. Provide 24 hour on call emergency assistance to clients and staff as necessary.

- C. Responsible for distribution and monitoring of staff's workloads to achieve established objectives of the department.
1. Respond to personnel complaints and provides technical expertise to handle exceptions to standard policy.
  2. Identify resources necessary to attain performance standards.
  3. Develop daily, weekly and monthly staffing schedules in order to accomplish program objectives.
  4. Maintain ongoing client contact to assure that employee performance is in line with client needs. This includes regular communication with clients, service providers and external county/state/city program representatives.
  5. Direct available resources as needed.
  6. Assist with daily workloads, if necessary.
- D. Responsible for training, development and motivation of staff.
1. Interview and hire qualified employees.
  2. Establish goals and objectives for staff and evaluate achievements of established goals.
  3. Assist in department orientation and training for new employees to assure quality work, taking corrective action as necessary.
  4. Identify appropriate ongoing training for existing staff.
  5. Conduct ongoing performance appraisals and recommend salary adjustments for staff.
  6. With assistance from the HR Department, provide corrective action for employee performance improvement when necessary.
  7. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for all personnel.
- E. Responsible for self-development
1. Continually learn and enhance technical and interpersonal skills.
  2. Attend all mandatory training as assigned.
  3. Attend all Program Director meetings.
- F. Responsible for the dissemination of information to staff and senior management on new developments and the status of activities as it applies to the overall company operations.
1. Inform senior management of the status of potential workflow problems, allowing senior management to assist with workflow needs to meet program objectives and project future staffing needs.
  2. Communicate new and established procedures and company policies to the staff and insure proper implementation.
  3. Serve as part of the organization management team by providing information and support for the development of quality operations.
  4. Maintain professional working relationships with other Program Directors.

**EQUIVALENT EDUCATION AND EXPERIENCE:**

A Bachelor's Degree in social services, or a related field, is preferred. Three years prior management experience is required. A minimum of five years' experience is required in the human services field dealing with issues and challenges unique to homelessness, substance abuse, young adults, minorities, mental health and persons with disabilities. A combination of education and experience will be considered. Specific knowledge and experience with Twelve Step philosophy, addiction and recovery, and dysfunctional family dynamics is preferred. Must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. Requires CPR and First Aid training within ninety (90) days of employment, re-certification as necessary and T.B. testing annually. Must have a valid California Driver's License and clean driving record.

**SPECIFIC SKILLS REQUIRED:**

Leadership skills  
Excellent oral and written communication skills  
Ability to assist and motivate other people  
Organizational skills  
Analytical and decision making ability  
Statistical and mathematical skills

**PHYSICAL REQUIREMENTS**

Lift and move up to 25 pounds  
Stand, walk and sit frequently  
Bend and stoop occasionally

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are performed independently with guidance and direction from the V.P./Chief Operating Officer, President/Chief Executive Officer, Chief Financial Officer, Director of Development/Community Relations, and Director of Human Resources. Must be able to work independently toward attainment of operational goals and contract compliance.

**SUPERVISION EXERCISED:**

Plans, directs and coordinates work. Responsible for training, auditing, conducting performance appraisals and providing feedback and disciplinary actions. Salary recommendations, hiring, and terminations are subject to review by Human Resources and ultimately, V.P., Operations.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with county/state/city and business entities, clients, and all levels of support staff. The Program Manager is responsible for promoting company image and providing advice on 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. The Program Manager has authority to approve or deny exceptions within the approved budget. Responsible for actively participating in the development and adherence to program budgets.

**NUMBER OF EMPLOYEES**

- 1 Case Manager – Direct Supervision
- 8 Support Staff – Direct Supervision

**This 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.

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