



## **POSITION DESCRIPTION**

Position: Program Manager, Overflow  
Program: Reno Shelters Program Status: Exempt  
Reports to: Director of CAC Shelter Operations Date Revised: 04/2017

### **POSITION SUMMARY:**

The Program Manager is responsible for assuring 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, assessment of participant's needs, supporting the safety and the integrity of all residents, 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.

### **OBJECTIVES/ACTIVITIES:**

- A. Responsible for operations, monitoring and safety of the program.
  - 1. Maintain clear, thorough, routine communications with the Director of CAC Shelter Operations on all issues including programmatic and personnel.
  - 2. Assume the responsibility for the daily program operation.
  - 3. Coordinate the shift schedules of all support staff including emergency and/or on-call support staff to provide adequate coverage and provide emergency shift coverage if needed.
  - 4. Interview, train, supervise, and discipline all support staff as needed.
  - 5. Update operations manuals covering all functions of the Shelter program in conjunction with the Director of CAC Shelter Operations.
  - 6. De-escalate crisis before it develops and respond to crisis in an appropriate manner, providing emergency assistance to clients and co-workers as necessary.
  - 7. Conduct conflict resolution meetings with staff or clients as needed.
  - 8. Ensure all HMIS reporting requirements are met and information is entered accurately and timely.
  - 9. Coordinate client registration and orientation for new clients.
  - 10. Coordinate the collection of employee time records and complete payroll implementation as required.
  - 11. Coordinate the program safety inspections and documentations, including testing of smoke detectors, conducting fire drills, and providing safety training to residents and staff.
  - 12. Transport clients to and from Overflow shelter, as needed.
  - 13. May perform other duties as assigned.

- B. Responsible for assistance with client development.
1. Support the Shelter team in implementing plans to assist the residents in the successful completion of the program.
  2. Role model positive behavior to help clients as they work towards self-sufficiency.
  3. Monitor and observe participant activities for noncompliance with program rules and regulations, noise control, resident and visitor control, parking issues, loitering and congregation around exteriors of program's building.
  4. Assist residents with minor problems and answer questions.
  5. Establish and maintain positive relations with the general public, funding agency, clients and other staff.
  6. Coordinate the reporting of client-caused and other property damage.
- C. Responsible for all areas of daily Shelter Program maintenance in compliance with company policies.
1. Document and report all client concerns and/or infractions that can impact the program security.
  2. Provide the Overflow Case Manager with appropriate reports, shift logs, observation logs, and critical information reports and audit all reports on a daily basis for appropriate action.
  3. Monitor inventory of program equipment and supplies and take appropriate action to purchase, replace or restock as needed within assigned budget.
  4. Secure approval for exceptions to standard policy.
  5. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
  6. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
  7. Communicate with onsite program staff, Director of CAC, service providers and external county/state/city program representatives as required.
  8. Direct available resources as required.
  9. Comprehend and adhere to ethical standards, program philosophy guidelines, and confidentiality laws.
  10. Maintain building and grounds in a safe and healthful standard including assuring clear evacuation routes, sanitary living conditions, charged fire extinguishers, routine disaster drills and adequate plumbing heating and air conditioning. Assure documentation of all referenced items.
  11. Delegate maintenance duties to staff weekly to insure a high standard of cleanliness and safety at each program site.
  12. Conduct and document staff training relative to hazardous materials, general safety issues and disaster planning.
  13. Organize and maintain data-based systems for program site and generate reports as needed.
- D. Responsible for the assistance of training and development of new staff.

1. Assist the Director of CAC in department orientation and training of new employees as requested to assure quality work outcomes.
2. Identify appropriate ongoing training for both new and existing staff and report needs to management.
3. Serve as part of the program development team by providing information and support for the development of quality operations and maintenance of operations manual.
4. 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.

**EQUIVALENT EDUCATION AND EXPERIENCE:**

A Bachelor's degree is required or a combination of education and experience. Two to three years of supervisory experience required. This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to homelessness, substance abuse, young adults, minorities, and persons with disabilities. Must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. Must have the flexibility to work irregular hours and have the willingness to function as a team member. Computer skills required. Requires CPR and First Aid training within ninety (90) days of employment, re-certification as necessary and T.B. testing annually. A valid Nevada driver's license is 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

Kneel occasionally

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are many times performed independently with accessible guidance and direction from the Director of CAC. 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 Support Staff.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with county/state/city and business entities, clients, and all levels of employees. The Manager 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**

Approximately 12 employees

**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: \_\_\_\_\_