

POSITION DESCRIPTION

Position: Program Manager
Program: Winter Shelter
Reports to: Division Director

Status: Exempt
Date Revised: 10/2017

POSITION SUMMARY:

The Program Manager is responsible for the service of all participants through the development of quality programs and resources, overseeing the assessment/placement of clients, and management of daily workflow as it relates to overall organizational operations of the program. This will include providing intrinsic leadership and decisive direction to staff in the areas of organization, administration, quality assurance, and professional development. The Program Manager ensures that all work is performed in a cost effective and service oriented manner in accordance with negotiated contracts, appropriate procedures and regulations, following the vision and direction of the Division Director and Chief Operations Officer. The Program Manager coordinates program requirements with other operational areas and has overall responsibility for the supervision, development and motivation of staff.

This is currently a temporary/seasonal position, however that could change if the program length is extended.

OBJECTIVES/ACTIVITIES:

- A. Responsible for the development and management of all financial, operations, monitoring, safety, and contractual aspects of the program services.
 - 1. Serve as liaison to city contract personnel, elected officials, and media.
 - 2. Provide all documentation, as needed, to comply with contractual agreements.
 - 3. Participate in developing community relations and maintain positive image of the program.
 - 4. Ensure all day-to-day operations are conducted and led in a safe and non-judgmental manner.
 - 5. Oversee the process of all needs assessments, to evaluate each program participant's medical, physical, emotional, and psychological needs. Confirm the assessments are conducted on all clients upon entry.
 - 6. Provide crisis management as needed.
 - 7. Ensure continuous and on-going evaluation of services, programming, client's progress, staff skills, and related documents and procedures.
 - 8. De-escalate crisis before it develops and respond to crisis in an appropriate, professional manner, providing emergency assistance to clients and co-workers as necessary.
 - 9. Conduct conflict resolution meetings with staff or clients as needed.
 - 10. Ensure all HMIS reporting requirements are met and information is entered accurately and timely.
 - 11. Coordinate the program safety inspections and documentations, including testing of smoke detectors, conducting fire drills, and providing safety training to clients and staff.
 - 12. Delegate duties to ensure all areas of operations are addressed.
 - 13. Perform other reasonably related duties as assigned by Division Director.

- B. Responsible for distribution and monitoring of staff's workloads to achieve established objectives of the department.
 - 1. Provide assistance in responding to personnel complaints and provide technical expertise to handle exceptions to standard policy.
 - 2. Help identify resources necessary to attain performance standards.

3. Develop daily, weekly and monthly staffing schedules in order to accomplish program objectives.
 4. Coordinate the collection of employee time records and complete payroll implementation as required.
 5. 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.
 6. Direct available resources as needed.
 7. Assist with daily workloads, if necessary.
- C. Responsible for all areas of daily shelter program maintenance in compliance with company policies and contract regulations.
1. Document and report all client concerns and/or infractions that can impact the program security.
 2. Submit all 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. Notify Division Director of potential workflow problems and resource needs necessary to attain performance standards.
 5. Communicate with onsite program staff, Division Director, service providers and external county/state/city representatives as required.
 6. Comprehend and adhere to ethical standards, philosophy guidelines, and confidentiality laws.
 7. 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.
 8. Delegate maintenance duties to staff weekly to insure a high standard of cleanliness and safety at each program site.
 9. Conduct and document staff training relative to hazardous materials, general safety issues and disaster planning.
 10. Organize and maintain data-based systems for program site and generate reports as needed.
- D. Responsible for training, development and motivation of staff.
1. Interview, train, supervise, mentor and discipline all staff as needed.
 2. Help establish goals and objectives for staff and evaluate achievements of established goals.
 3. Facilitate department orientation and training of new employees as requested to assure quality work outcomes and employee engagement.
 4. Identify appropriate ongoing training for both new and existing staff
 5. Work with Division Director to provide corrective action for employee performance improvement when necessary.
 6. 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 management team meetings, in the absence of the Division Director.

- F. Responsible for the dissemination of information to staff and management on new developments and the status of activities as it applies to the overall company operations.
1. Inform Division Director of the status of potential workflow problems, allowing 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. This is currently a temporary position, however that could change if the program length is extended.
 4. Maintain professional working relationships with other members of management.

EQUIVALENT EDUCATION AND EXPERIENCE:

A Bachelor's Degree in social services or a related field is required. Three years of prior supervision experience is required, however, a combination of education and experience will be considered. CAC, CADC or experience working in alcohol/drug recovery programs is strongly preferred. This position requires demonstrated ability in record keeping, good written and verbal communication skills, knowledge of problems unique to reentry, minorities, persons with disabilities, substance abusers the general homeless population. Specific knowledge and experience with Twelve Step philosophy, addiction and recovery, mental illness, 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. This position requires CPR and First Aid training within ninety (90) days of employment date and re-certification as necessary and T.B. testing annually. Must have a valid Driver License, proof of insurance, and clean driving record.

SPECIFIC SKILLS REQUIRED:

Leadership and supervision skills
Excellent oral and written communication skills
Ability to assist and motivate other people
Organizational skills
Analytical and decision making ability
Conflict management and de-escalating skills
Problem solving
Statistical and mathematical skills
Computer Skills
Cultural Competency *

*Cultural competence is defined as a set of values, behaviors, attitudes, and practices within a system, organization, program or among individuals, which enables them to work effectively, cross culturally. Further, it refers to the ability to honor and respect the beliefs, language, interpersonal styles and behaviors of individuals and families receiving services, as well as staff who are providing such services. VOA strives to achieve cultural competence is a dynamic, ongoing, developmental process that requires a long-term commitment. Our focus on cultural competency includes but is not limited to race, ethnicity, sex, gender, sexual orientation, LBGTQ, class, age, ability, religion, and language. Bilingual and translation services are available to client when deemed necessary. All staff are trained annually on cultural competency.

PHYSICAL REQUIREMENTS:

Lift and move up to 40 pounds
Conflict management and de-escalating skills
Stand, walk and sit frequently
Bend, stoop and kneel occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are performed independently with guidance and direction from the Division Director. Must be able to work independently toward attainment of operational goals and contract compliance.

SUPERVISION EXERCISED:

Plans, directs and coordinates work of program staff. Responsible for ensuring training, auditing, conducting performance appraisals and providing feedback and disciplinary actions. Salary recommendations, hiring, and terminations are subject to review by Division Director, 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 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. Professionalism, tact, discretion, and resourcefulness are required at all times to promote Volunteers of America’s image.

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:

- Housing Case Managers (3-4)
- Intake Specialist (1)
- Shift Monitors (approximately 40)

This 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: _____