

POSITION DESCRIPTION

Position: Program Manager
Program: Reno Shelter Programs
Reports to: Operations and Compliance Director

Status: Exempt
Date Revised: 7/2020

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, 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.

OBJECTIVES/ACTIVITIES:

- A. Responsible for operations, monitoring and safety of the program.
1. Maintain clear, thorough, routine communications with the Operations and Compliance Director and/or Regional Director on all issues including participants, programmatic and personnel.
 2. Operate within program budget, seek approval for expenses outside of day-to-day operations.
 3. Provide monthly/quarterly program reports to the Operations and Compliance Director.
 4. Analyze data from HMIS or program reports and make recommendations to the Operations and Compliance Director for program improvement.
 5. Identify staffing needs and report gaps to the Operations and Compliance Director
 6. Create and post staff schedules.
 7. Review and approve time – off requests.
 8. Find or provide emergency shift coverage.
 9. Ensure all hours are entered into the payroll system are accurate and timely.
 10. Review shift logs.
 11. Ensure inventory control of all linens or other rented items.
 12. Order office, cleaning and other program supplies as needed.
 13. Ensure the cleanliness of program facility at all times.
 14. Request maintenance repairs as necessary.
 15. Conduct safety drills.
 16. Complete safety logs.
 17. Report any safety concerns immediately to the Operations and Compliance Director.
 18. In conjunction with the Operations and Compliance Director draft and review program procedures on an annual basis.
 19. Assist with the implementation and compliance of all company policies and procedures.
 20. Ensure the safekeeping and disposal of all participant belongings per policies and procedures.
 21. May perform other duties as assigned.
- B. Responsible for staff.

1. In conjunction with the Operations and Compliance Director, develop and update interview questions for support staff.
2. In conjunction with the Operations and Compliance Director, review and update support staff job descriptions on an annual basis.
3. Conduct new hire interviews.
4. Train or assign the training of new employees on all aspects of the position.
5. Supervise staff.
6. Document employee concerns.
7. Oversee employee corrective actions and counseling memos. Report any significant infraction of procedures to the Operations and Compliance Director.
8. Conduct employee terminations.
9. Conduct employee evaluations.
10. Provide staff trainings, and lead staff meetings.
11. Identify appropriate ongoing training for both new and existing staff and report needs to the Operations and Compliance Director.

C. Responsible for compassionate, safe, low-barrier programing 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. Oversee House Meetings.
5. Ensure grievances are thoroughly investigated.
6. Respond to grievances within the allowed timeframe.
7. Review and monitor incidents, report serious incidents to the Operations and Compliance Director or Regional Director.
8. Review and monitor the information from the incident logs for trends and patterns.
9. 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. Monitor inventory of program equipment and supplies and take appropriate action to purchase, replace or restock as needed.
3. Secure approval for exceptions to standard policy.
4. Direct available resources as required.
5. Comprehend and adhere to ethical standards, program philosophy guidelines, and confidentiality laws.
6. Maintain building 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.
7. Delegate maintenance duties to staff to insure a high standard of cleanliness and safety at each program site.
8. Conduct and document staff training relative to hazardous materials, general safety issues and disaster planning.
9. 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 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. 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 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 valid Nevada driver's license and ability to meet organizations 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
Climb stairs as needed
Kneel occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are many times performed independently with accessible guidance and direction from the 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, an assistant manager, 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 Program 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:

50-60 employees report to this position.

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: _____