

POSITION DESCRIPTION

Position: Program Manager
Program: Rapid Re-Housing (RRH) Program
Reports to: Division Director
Status: Exempt
Date Revised: 11/2021

POSITION SUMMARY:

The Program Manager is responsible for ensuring that best practices are implemented according to Rapid Re-Housing (RRH) by following a Housing First approach as well as management of daily workflow as it relates to overall program operation. In addition, the Program Manager assures that all work is performed in accordance to contracts, appropriate procedures and established organizational standards. The Program Manager will collaborate with City and County of Sacramento and non-profit providers serving those experiencing homelessness to ensure continual progress to prevent and end homelessness. The Program Manager will also conduct assessments of referrals as needed to guide development of case management plans.

OBJECTIVES/ACTIVITIES:

- A. Responsible for providing leadership, direction, and oversight for the Rapid Rehousing programs including intake, housing and case management as well as program development.
 1. Actively participate in Continuum of Care (CoC) meetings to promote interagency collaboration and continual progress of Sacramento County's plan to prevent and end homelessness; adapt programs to meet the changing needs of the population and community.
 2. Supervise a team of Case Managers, Housing Specialists and Intake staff and implement a strengths-based, trauma-informed, solution-focused approach in all program types; support staff in delivering complex case management for cases that demand higher level solutions and provide support in handling mental or physical health crises.
 3. Provide direct supervision to staff to ensure coverage of all essential duties of each position in the staff member's absence/position vacancy.
 4. Design, develop and implement case management plans.
 5. Assess program through review and analysis of monthly HMIS reports and self-monitoring assessment.
 6. Facilitate the client grievances and appeals process related to extension requests, discharges, etc. Respond to all complaints from clients, landlord and other program related affiliates.
 7. Ensure that all RRH programs follow the policies and procedures of each funding source.
 8. Support Intake Specialist in ensuring compliance with HMIS requirements; monitor and verify the completion of client records and accuracy of data.
 9. Support Lead or Supervisor in ensuring client files and documentation are accurate and up to date in each client file.
 10. Oversee the preparation of statistical and other reports to be used in quality assurance activities, and contractual agreements. Provide weekly, monthly, quarterly and annual reports to funding sources as requested
 11. Ensure efficient and accurate usage of the program budgets.
 12. Ensure that services are implemented in accordance with agency philosophy, best practices, grant and contract requirements and all applicable federal, state and local regulations.

13. Ensure all facilities are in compliance with health and safety regulations; address issues that arise in a timely manner.
 14. Provide coaching and development support to direct reports through regularly scheduled one on one meetings and evaluations; verify and approve staff timesheets, leave requests, check request, and mileage reimbursements.
 15. Attend all assigned CoC meetings and workgroups.
 16. Conduct ongoing performance evaluations and provide progressive disciplinary action for employee performance improvements when necessary.
 17. Other Duties as assigned.
- B. Responsible for self-development.
1. Continually learn and enhance technical and interpersonal skills.
 2. Attend all mandatory trainings as assigned.
 3. Attend all Program Director/Manager meetings.
- C. 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 a professional working relationship with other Program Managers and Directors.

EDUCATION AND EXPERIENCE:

Experience dealing with issues and challenges unique to homelessness, substance abuse, young adults, minorities, mental health and persons with disabilities is required. Understanding of the local housing market is required. Bachelor's degree in human services or related field is preferred. A minimum of three years of supervisory experience in the human services field is preferred. Experience leading/managing a team is preferred. A Familiarity with Coordinated Entry and VISPDAT assessment preferred. Knowledge of programs specific to those experiencing homelessness: RRH, Transitional Housing (TH) and Permanent Supportive Housing (PSH). Experience leading and supporting programs serving those experiencing homelessness is preferred. Valid California driver license and ability to meet organization's insurance carrier guidelines required. Must undergo a criminal background check. Must have reliable vehicle for work use (mileage will be reimbursed).

SPECIFIC SKILLS REQUIRED:

Leadership skills
 Strong oral and written communication skills
 Ability to assist and motivate other people
 Strong organizational and time management skills
 Ability to complete tasks while navigating frequent interruptions
 Ability to deliver creative, resourceful solutions to unique challenges.
 Requires work in the evenings and weekends when needed.

PHYSICAL REQUIREMENTS:

Lift and move up to 20 pounds
Stand, walk and sit frequently
Able to climb stairs
Bend and stoop occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are performed independently with guidance and direction from the Director. 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 Director and Director of Human Resources.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with federal/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:

- 2 Intake Staff
- 3 Housing Staff
- 4 Case Managers

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: _____