

## **Summary**

### **Job Title**

Program Manager

### **Department**

Program Staff

Program Manager will manage a portfolio of Community Rebuilders programs designed to prevent and end homelessness. The Program Manager directs, supervises and controls assigned projects from beginning to end. Our Project Managers are skilled at getting the best out of the people and projects that they oversee. Successful candidate will work directly with consumers of Community Rebuilders and employees to ensure deliverables fall within the applicable scope of project and budget and further the organizations mission.

Full time Salary, Exempt

### **Program Management Responsibilities**

- Ensuring that all projects assigned are delivered on-time, within scope and within budget while meeting all performance objectives
- Measure project performance using appropriate systems, tools and techniques
- Ensure all funding source/stakeholder requirements are followed and objectives met
- Report and escalate to management as needed
- Perform risk management to minimize project risks
- Follow policy and procedures of the organization and ensure compliance with project/funding source requirements
- Manage any change in project scope
- Manage program procurement
- Assist with the hiring and staffing of project teams
- Plan the program implementation, ensuring maximum efficiency in resource allocation across projects
- Monitor its overall progress, resolving issues and initiating corrective action where necessary
- Manage the program budget
- Help with the appointment of individuals to the program team
- Ensure project deliverables are to time, quality, and budget
- Manage dependencies between projects
- Manage the program's risks
- Constantly monitor for gaps in the program and rectify where possible
- Manage program communication
- Oversee, validate all required HMIS data and project data/reports
- Ensure all project record keeping requirements are met
- Implement and formulate policy recommendations to enhance /improve program outcomes and service delivery

- Ensure implementation of the Housing Resource Specialist model and monitor project activities to ensure development of strength based individualized goal and action plans that promote permanent housing stability and self- sufficiency for program participants
- Demonstrate a thorough understanding of Housing Quality Standards and provide oversight to employees
- Provides technical solutions to ensures effective use of resources
- Participate in the implementation and development of service delivery strategies and operational procedures and policies
- Establish and maintain collaborative professional relationships
- Review and approve financial reporting and financial invoicing for assigned projects; including check requests
- Plan the delivery of the overall program and its activities in accordance with the mission and the goals of the agency
- Develop and implement goals and objectives to achieve the successful outcome of the programs
- Manage annual grant budget for each program
- Oversee the collection and maintenance of participant case files following agency and regulatory policies and protocols
- Document performance of all assigned programs
- Manage the program activities & ensure they comply with grant and agency requirements
- Partner with agency's Directors to ensure effective and efficient communication throughout the agency
- Ensure project reports are complete and submitted as required by the agency and funding sources
- Conduct internal audit and evaluation of program effectiveness of programs records to ensure proper file maintenance and record keeping
- Participate in any external program audits
- Report program evaluation to the Executive Director and recommend changes to improve overall program
- Coordinate activities within their assigned programs
- Track performance of all assigned programs
- Other duties as assigned

### **Supervisory Responsibilities**

- Ensure resource availability and allocation
- Provide clear achievable and effective direction, leadership and motivation to project team and team leaders
- Identify strategies to achieve the projects objectives
- Provide direct supervision to employees, providing individual development meetings
- Conduct field mentoring
- Notify Director of Programs and Chief Operating Officer of any deviation over 10%
- Hold bi-weekly project status meetings
- Complete Semi Annual Project Manager Report/Audit for each project
- Annual Completion/Close out report for each project

- Performance Reviews for each employee in THREADS
- Responsible for the management of Housing Resource Specialist including; performance management/reviews, ongoing training, and participation in hiring process
- Review and approve direct reports timesheets and time off request
- Responsible for providing leadership and direction on the implementation of strengths based, housing first services
- Ensure all direct reports are trained on program details and agency standards
- Supervise direct reports by providing direction, input and feedback utilizing a strengths based model of supervision and engagement

### **Organizational Responsibilities**

- Participate in community events, boards and committees as requested
- Establish and maintain collaborative professional relationships outside agency

## **CORE VALUES**

### **Respecting Human Dignity/Decision Making**

- Demonstrates fairness and impartiality
- Listens appropriately when customers describe their needs
- Asks appropriate questions when determining customer needs
- Meets consumers where they are recognizing their strengths and natural supports

### **Integrity and Honesty**

- Exhibits good decision making skills
- Able to admit mistakes and learn from them
- Exhibits honesty and integrity

### **Specific Competency**

- Sets and monitors goals in line with organizational objectives
- Provides customer service that meets customer needs Includes appropriate personnel and resources when making decisions
- Effectively establishes budgets / functions within budget constraints

### **Service and Confidentiality**

- Makes appropriate resources available and makes them accessible
- Works cooperatively and maintains good relations with others
- Able to share valuable information about the community and our program and services
- Demonstrates ability to respect and maintain customer confidentiality

### **Accountability**

- Honors commitments
- Able to admit mistakes and learn from them
- Accepts responsibility for actions
- Accepts responsibility for mistakes

### **Building on Strengths/Flexibility**

- Adapts well to change
- Adapts behavior or work methods in response to new information or obstacles
- Skilled at negotiations to find mutually acceptable solutions
- Recognizes and utilizes the strengths of co-workers and consumers

### **Attention to Details**

- Demonstrates accuracy and attention to details
- Completes assignments on-time and in alignment with specifications/directions
- Looks for ways to improve and promote quality

### **Interpersonal Skills**

- Exhibits good listening skills
- Demonstrates fairness and impartiality
- Demonstrates a positive attitude
- Develops and maintains effective relationships with others

### **Proficiency**

- Completes assignments on-time and in alignment with specifications/directions
- Uses appropriate procedures to complete assigned tasks
- Sets and monitors goals in line with organizational objectives

### **Creative Thinking/Initiative**

- Thinks out of the box
- Looks for new solutions to old or recurring problems
- Proactively improves work processes and techniques
- Proactively shares ideas and suggestions
- Seeks opportunities for self development

### **Communication**

- Communicates clearly (verbal and written)
- Responds to customer requests in a timely manner
- Seeks to clarify unclear or vague instructions
- Verbal communication is appropriate and acceptable

- Written communication is appropriate and acceptable

### **Self-Management**

- Requires minimal supervision
- Anticipates problems and addresses needs before crisis situations develop
- Follows through on commitments
- Considers long and short-term outcomes when making decisions
- Thinks in a strategic manner
- Uses sound logic when making decisions
- Demonstrates self confidence

### **Stress Tolerance**

- Shows poise in difficult situations
- Maintains personal control in trying situations
- Actions and reactions are calm and purposeful

### **Team Work**

- Works cooperatively and maintains good relations with others
- Works cooperatively in group/team environments
- Creates environment that allows people to be successful
- Works well in group problem solving situations
- Displays understanding of how their job impacts and relates to co-workers

### **Planning and Evaluating**

- Able to determine short and long term goals and strategies to achieve them
- Acquires appropriate information before making decisions
- Works to resolve problems before they increase in severity
- Maintains an appropriate level of organization
- Demonstrates effective use of time
- Demonstrates planning and resource deployment skills

### **Vision/Mission**

- Demonstrates a clear understanding of the company's mission statement and values
- Places organizational goals above personal and departmental objectives

## **Requirements**

### **Required Qualifications & Experience**

- Bachelor's degree in related field or 5 years of relevant experience
- Proficient in Microsoft Suite applications
- 2 years of supervisory experience
- Experience with grant and program management
- Knowledge of Housing First strategies and philosophy
- Understanding of HUD regulations, guidelines and procedures
- Valid Driver's License

### **Preferred Qualifications & Experience**

- Master's Degree in related field
- Experience in grant writing

### **Work Environment**

Program manager primarily works in a professional office environment. This role routinely uses standard office equipment such as computers, phones, copy machine, file cabinets and printers. May be required to travel to community events, housing inspections, off-site trainings or other events as assigned.

While performing the duties of this job the employee is regularly required to talk, hear, sit, stand, walk, use hands & fingers, reach and lift up to 25lbs unassisted.