



Summary

Job Title
Project Manager

Department
Management

The Entry Level Project Manager works closely with the Divisional Director to plan, organize, manage and deliver resources to bring about the successful completion of a specific project. The project manager is responsible for ensuring achievement of all project goals and objectives while honoring project restraint: scope, budget, time. The project manager optimizes the allocation and integration of inputs necessary to meet the project and organizational objectives. As an entry level position, the Project Manager will oversee a single project/ contract/grant source bearing responsibility for all regulatory, contract and organizational requirements that must be met to successfully deliver quality services to the defined population. All project managers at Community Rebuilders must complete training and demonstrate competency in strengths- based, and solution focused theory, trauma informed services.

Key Responsibilities

RESULTS

Program Management Responsibility

70%

- 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

25%

- Responsible for the management of Housing Resource Specialist including; performance management/reviews, on-going 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

5%

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

Total

100%

CORE VALUES

Respecting Human Dignity/Decision Making	7%
<ul style="list-style-type: none"> 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	7%
<ul style="list-style-type: none"> Exhibits good decision making skills Able to admit mistakes and learn from them Exhibits honesty and integrity 	
Specific Competency	7%
<ul style="list-style-type: none"> 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	7%
<ul style="list-style-type: none"> 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	6%
<ul style="list-style-type: none"> Honors commitments Able to admit mistakes and learn from them Accepts responsibility for actions Accepts responsibility for mistakes 	
Building on Strengths/Flexibility	6%
<ul style="list-style-type: none"> 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	6%
<ul style="list-style-type: none"> 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	6%
<ul style="list-style-type: none"> Exhibits good listening skills Demonstrates fairness and impartiality Demonstrates a positive attitude Develops and maintains effective relationships with others 	
Proficiency	6%
<ul style="list-style-type: none"> 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	6%
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	6%
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	6%
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	6%
Shows poise in difficult situations	
Maintains personal control in trying situations	
Actions and reactions are calm and purposeful	
Team Work	6%
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	6%
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	6%
Demonstrates a clear understanding of the company's mission statement and values	
Places organizational goals above personal and departmental objectives	
Total	100%

Requirements

Essential Functions

- Manages assigned Contracts/Grants to project scope, goals and deliverables to ensure project is delivered are within scope, budget, time line and meet all project performance objectives.

- Supports business objectives in collaboration with Divisional Director, Executive Team and stakeholders.
- Effectively communicates project expectations to team members in a timely and clear fashion.
- Liaises with internal project stakeholders on an ongoing basis and seeks consult with Divisional Director prior to external communication
- Sets and continually manages project expectations with team members
- Plans, schedules, and tracks project timelines and milestones using appropriate tools and reporting mechanisms
- Determine the content of status reports from the project team, analyze results, and troubleshoot problem areas with the support of the Divisional Director
- Initiates project change forms and implementation
- Conducts project post mortems and creates a recommendations report in order to identify successful and unsuccessful project elements.

Acquisition & Deployment

- Assist with contract/grant application development and completion
- Conduct strategy meetings to identify issues and service delivery requirements, facilitate grant spend out discussions, and obtain senior management input on timelines and deliverables.
- Estimates and monitors the resources and participants needed to achieve project goals. Where required, negotiate with other department managers for the acquisition of required personnel /resources from within the organization
- Drafts and submits budget reports and spend out proposals recommending subsequent budget changes where necessary.
- Oversee organizational contract/grant development and management activities, and enforce organizational principles of integrity and compliance
- Supports overall organizational objectives by assisting with the management of dependencies between projects within the organization
- Assesses and recommends the need for additional staff / other resources, consult etc. works with the Divisional director to achieve necessary recruitments and resources during project cycle.
- Responsible for manages contract/grant spend out through coordination with Finance team and obtains monthly approval of plan from Divisional Director.

Operational Management

- Directs and manages project implementation/development from beginning to end.
- Develops full-scale project plans based on grants and contracts and associated communications documents/regulations
- Ensures all services are delivered using Community Rebuilders strengths-based trauma informed service delivery model.
- Effectively implements Strengths Based Supervision training with employees, hold monthly quarterly and annual review meetings.
- Delegates tasks and responsibilities to appropriate personnel utilizing project management tools and quality assurance resources
- Provides direct services to consumers on an as needed basis, conducts, field mentoring and quality control inspections for assigned projects
- Provides training and project performance expertise and examples
- Identifies and resolves issues and conflicts within the project team, managing project dependencies and critical paths
- Develops and delivers progress reports, proposals, requirements documentation, and presentation in a timely and consistent manner
- Proactively manages changes in project scope, identifying potential crises and devising contingency plans.
- Coaches, mentors, motivates and supervises and project team members influencing them to take

positive action and accountability for their assigned work.

- Documents all strengths-based supervision in Threads Program as required
- Effectively utilizes BASE CAMP to manage project, task and provide updates
- Reviews analytics/dashboards monthly and identifies / reports any significant deviations from project goals and deliverables
- Ensures all project data is entered into data systems : HMIS, G.R.A.C.E Network
- Provides direct service to program participants and acts as a role model for all other employees demonstrating application of organizational and project philosophy
- Ensures all project files are in full project compliance at all times.
- Completes and shares quarterly project reports at quarterly all staff meetings
- Ensures certification of Housing Resource Specialist and adherence to organizational policy and standards for service delivery.
- Other duties as assigned