

Job Title:	Program Manager	Department/Loc:	Housing
FLSA Classification:	Exempt, Full-Time	Date Drafted:	10/25/2023
Reports To:	Director of Mission Impact		
Salary Range	Starting salary is \$50,000 and up for highly experienced or qualified candidates.		

Position Summary

The Program Manager is responsible for developing and implementing all aspects of the Housing Program to fulfill the mission of providing short-term and long-term interim housing to participant families to assist these families in achieving economic mobility and long-term self-sufficiency. This Manager will supervise and collaborate with other Housing Program team members and with the agency's Facilities Manager, Mental Health Counselor, Housing Coordinator, Program Support Specialist, and staff of other programs. The Manager will ensure that the Housing staff works directly with participants to address immediate needs and assist participants with setting appropriate short- and long-term goals, developing fundamental executive functioning skills and self-efficacy, and charting a viable path toward stable, affordable housing. This Manager is responsible for communicating and collaborating with all housing partners. This Manager also will ensure the quality of the agency's Interim Housing offerings.

Position Responsibilities- Essential

This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all the duties listed, nor does it necessarily list all possible tasks that may be assigned.

Management and Program Development, 30%

- Supervise, collaborate, and communicate regularly with Housing Program staff to provide the resources, training, and support required for program success. Provide frequent consultation and guidance regarding departure plans for program participants.
- Facilitate one-on-one coaching sessions to provide regular constructive feedback for Housing Program staff, set goals for professional development, and identify any additional training needed.
- Facilitate team meetings and projects to improve the services provided and opportunities available to participants.
- Independently manage a schedule of team meetings, independent meetings, off-site visits and trainings, and other responsibilities.
- Communicate with the Volunteer Manager regarding the recruitment and training of new volunteers and the needs and schedules of current volunteers.
- Communicate with Interim Housing partners annually regarding renewal of MOUs, as well as throughout the year, as needed. Collaborate with Facilities Manager to create MOUs.
- Communicate and collaborate effectively with the Housing Coordinator regarding housing program donations, unit turnovers, unit needs, and incoming participants.
- Collaborate with the administration and management team of United Ministries to develop and implement strategies for best practices that benefit participants.

- Manage and provide oversight for program budget and expenditures.
- Collaborate with leadership and program managers to implement program evaluation measures and continue building the program based on participant feedback, data outcomes, and best practices.
- Oversee acquisition and turnover of new housing units and ensure necessary staff to support program growth.

Direct Service, 25%

- Co-lead the selection of prospective participant families. Approve the enrollment of all new participant families. Ensure proper intake and orientation processes for newly accepted participant families.
- Provide leadership for the staff in implementing strategies to coach participant families to achieve Indicators to participants in continuing phases of the Interim Housing Program.
- Interface with program participants utilizing a trauma-informed approach—among other interpersonal strategies—whenever possible to establish rapport and trust.
- Act as a backup for logistical or direct support for participants in temporary shelters or interim housing.
- Participate in the monthly on-call rotation with other staff members to provide remote support and coordination for emergent issues after regular business hours and provide direct, on-site support in urgent situations.

Information Management, 15%

- Maintain accurate and complete records in the agency-client database, including contact, demographic, assessment information and detailed service tracking notes for each significant participant interaction.
- Participate in ongoing program evaluation capacity-building, including necessary development and updating of an Outcomes Measurement Plan and a corresponding database/system.
- Maintain accurate program records and track programmatic outcomes. Submit accurate reports for agency publications, grant reports, and funding.
- Analyze and utilize program data for program development and team performance evaluation.
- Effectively utilize phone, text, email, and other technology to facilitate and organize a high volume of communications with participants and staff.
- Effectively utilize multiple information technology tools and platforms to collaborate with staff on joint projects and to organize participant tracking information.

Within the Agency, 10%

- Participate in all agency-wide meetings and special events as able.
- Maintain a clean, orderly, and professional work environment.
- Maintain up-to-date knowledge of services offered through other programs at United Ministries and connect participants with these services when appropriate.
- Work directly with other program managers and staff to maximize program integration and coordination of services, particularly for co-enrolled participants.
- Believe in and act in accordance with the values and mission of United Ministries.
- Engage in professional development activities and embody the spirit of lifelong learning.

Within the Community, 20%

- Maintain effective communication with community partner agencies and multi-faith congregations. Along with the Volunteer Manager, develop and facilitate educational opportunities for partner congregations.
- Create, maintain, and improve relationships with other agencies in Greenville that provide shelter and housing to assist families in the Housing Program best.
- Act as a knowledgeable, professional, and discerning agency representative in formal and informal community efforts and conversations to address homelessness and self-sufficiency.
- Actively participate in community efforts and organizations addressing homelessness in Greenville, including the Greenville Homeless Alliance.

- Be responsive to inquiries and requests from individuals in the community seeking services or help for others.

Position Responsibilities- Non-Essential

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- Perform other duties as assigned.

Essential Skills and Experience

- Bachelor's Degree
- Great skills in building and maintaining relationships with community partners, staff, and participants
- Three to five years of experience in the housing field
- Demonstrated ability to engage with all parties using diversity, equity, and inclusion (DEI) best practices and to assist people facing barriers of all types.
- Demonstrated skill with public speaking, as well as teaching and engaging a group
- Proficiency with Microsoft Office (Word, PowerPoint, Excel), Zoom, and Google Suite (Gmail, Drive, Docs, Sheets)
- Proficiency with using a database and spreadsheets to organize and track various kinds of participant data
- Three to five years managing a team
- Excellent team building skills
- Leadership skills
- Excellent verbal and written communication skills
- Demonstrated skill with time management, planning, organization, and follow-up

Beneficial Skills and Experience

- Master's Degree in Social Work, Counseling, or other related field
- Bilingual skills
- Related lived experience
- Working knowledge of Motivational Interviewing, Mobility Mentoring®, and Trauma-Informed Care

Mental & Physical Demands- ADA Guidelines				
Physical Demands				
Stand	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Walk	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Sit	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Handling	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Outward	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Above Shoulder	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Climb	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
Crawl	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
Squat or Kneel	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
Bend	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
Lifting Requirements				
10 pounds or less	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
11 to 20 pounds	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
21 to 50 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
51 to 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
> than 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
Pushing and Pulling Requirements				
12 pounds or less	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
13 to 25 pounds	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
26 to 40 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
41 to 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
> than 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A

The Company has reviewed this job description to ensure that essential functions and primary duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional procedures and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied employment contract nor does it alter your at-will employment, and the Company reserves the right to change this job description and assign tasks for the employee to perform as the Company may deem appropriate.

 Print Employee Name Employee Signature Date Signed

 Print Manager/Supervisor Name Manager/Supervisor Signature Date Signed