



POSITION: PROGRAM MANAGER
CLASSIFICATION/FLSA: FULL-TIME/EXEMPT

Upward Bound House (UBH) is a nonprofit organization whose mission is to eliminate homelessness among families with children in Los Angeles by providing housing, supportive services, and advocacy. The organization carries out this mission by operating programs that provide both temporary and permanent housing resources to homeless families. UBH's integrated programs provide clients with concentrated and coordinated access to services according to the nature of their needs.

The Program Manager will be responsible for multifaceted intervention, prevention, and education services carried out at several sites in South Los Angeles. The Program Manager serves as a team leader providing supervision to program staff as well as overseeing day-to-day operations of the program. The Program Manager ensures the delivery of quality care in accordance to the rules and regulations established by funders such as the Los Angeles Department of Mental Health for contracted agencies as well as adhering to the mission of UBH.

ESSENTIAL RESPONSIBILITIES:

- 1) Along with the Program Director, develop, review, and revise, as necessary all administrative policies and procedures in keeping with program requirements.
- 2) Oversee service delivery, consulting regularly with the Program Director regarding quality control issues to maintain the highest standard of services.
- 3) Provide clinical and administrative supervision into all program/department staff.
- 4) Participate in weekly conference calls and staff meetings.
- 5) Along with the Program Director, manage program activities and assure timely completion of progress notes and all forms of related to the program.
- 6) May provide assessment, crisis intervention, mental health and case management services to a small caseload of clients.
- 7) Ensure HMIS data is accurate and up-to-date and that HMIS protocols are observed by staff
- 8) Collect statistics and prepare reports for funders and internal agency use.
- 9) Ensure program files are complete with all the required documentation; act as point of contact during monitoring visits by funders.
- 10) Coordinate the development of cooperative relationships with other service providers, police and public safety officers and/or any other community resources.
- 11) Participate in other UBH community, administrative and fundraising activities as necessary.
- 12) Participate in appropriate contract related meetings.
- 13) Coordinate the development of cooperative relationships with other service providers, police and public safety officers and/or any other community resources.

- 14) Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- 15) Other duties and responsibilities as assigned. The duties and responsibilities listed are designed to provide typical examples of the work performed; not all duties and responsibilities assigned are included here, nor is it expected that all similar positions will be assigned every duty and responsibility.

QUALIFICATIONS:

- 1) Two years' management and supervisory experience strongly preferred.
- 2) Experience providing mental health and substance use services in a community setting with homeless or at risk population.
- 3) Master's degree from an accredited college or university in social work, human services or a related field.
- 4) Must be knowledgeable of the principles of sound therapeutic practices for persons who have experienced traumatic situations.
- 5) Must be highly motivated and a self-starter. The ability to communicate with and relate to a diverse group of people including clients, community, and other staff. Must have excellent administrative and organizational skills.
- 6) Demonstrated ability to manage and supervise professional and para-professional staff while handling multiple tasks and relating to diverse groups.
- 7) Proficiency in MS Office Suite (Word, Excel, PowerPoint, Outlook).
- 8) Strong written communications skills required to maintain quality documentation.
- 9) Ability to prioritize all aspects of the job is a key to success.
- 10) Strong problem solving skills required and must be a common sense thinker who can be a quick decision maker when necessary.
- 11) Must display professionalism and leadership qualities.
- 12) Experience using a data management system to record client information and interactions.
- 13) Employment with UBH is contingent on completion of satisfactory background check.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Valid California Driver's License and proof of auto insurance.
- TB Test Clearance (upon hire)

TO APPLY:

To be considered for a position, email resume to hr@upwardboundhouse.org. Please be sure to reference **Job Title** in the subject line of your email. Due to the volume of resumes received, no calls or faxes regarding submission will be returned. Your resume will only be routed correctly and considered, if all the qualifications are met.