



POSITION: PROGRAM MANAGER, INTERIM HOUSING
REPORTS TO: ASSOCIATE DIRECTOR OF INTERIM HOUSING
CLASSIFICATION/FLSA: FULL-TIME/EXEMPT

The Program Manager will be responsible for multifaceted intervention, prevention, and education services carried out at several sites in within the Interim Housing Department. The Program Manager will serve 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 as well as adhering to the mission of UBH.

ESSENTIAL RESPONSIBILITIES:

- 1) Along with the Associate Director of Interim Housing, develop, review, and revise, as necessary all programmatic policies and procedures in keeping with program requirements.
- 2) Oversee service delivery, consulting regularly with the Associate Director of Interim Housing regarding quality control issues to maintain the highest standard of services.
- 3) Responsible for the achievement of program goals and adherence to program-related contract requirements.
- 4) Conduct brief, non-stigmatizing screenings to evaluate the needs of program participants including children for mental health and support services, based on direct interview and interaction with the family and/or discussion with other staff members who interact with the family. Assess, evaluate, formulate and implement treatment plans for participants.
- 5) Perform comprehensive assessments for mental health, substance abuse, co-occurring disorders, domestic violence and medical needs. Conduct follow-up as appropriate based on results of evaluation.
- 6) Maintain a reasonable participant caseload for provision of clinical services.
- 7) Utilize one or more of the well-known Trauma-Informed Care specific interventions including: Addiction and Trauma Recovery Integration Model (ATRIUM); Essence of Being Real; Risking Connection®; Sanctuary Model®; Seeking Safety; Trauma, Addiction, Mental Health, and Recovery (TAMAR); Trauma Affect Regulation: Guide for Education and Therapy (TARGET); Trauma Recovery and Empowerment Model (TREM and M-TREM).
- 8) Document findings in participant records according to established protocol. Submit monthly reports on number of unduplicated participants, behavioral health consultations, screenings, assessments and brief treatment encounters provided.
- 9) Participate in weekly conference calls and staff meetings.
- 10) Along with the Associate Director of Interim Housing, manage program activities and assure timely completion of progress notes and all forms related to the program.
- 11) Ensure HMIS data is accurate and up-to-date and that HMIS protocols are observed by staff.
- 12) Collect statistics and prepare reports for funders and internal agency use on a monthly basis.

- 13) Ensure program files are complete with all the required documentation; act as point of contact during monitoring visits by funders.
- 14) Develop collaborative relationships with other service providers, police and public safety officers and/or any other community resources.
- 15) Participate in appropriate contract related meetings.
- 16) Participate in other UBH community, administrative and fundraising activities as necessary.
- 17) Report suspected child abuse and/or neglect and follow up on all such reports.
- 18) Recruitment and supervision of social work interns.
- 19) 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.
- 20) 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) Must possess a Masters in Social Work (MSW) or have a minimum of a Master's Degree in one or more of the following: mental health counseling, marriage and family therapy, or related field. A Licensed Clinical Social Worker (LCSW) is preferred.
- 2) Minimum of two years' management and supervisory experience.
- 3) Experience providing mental health and substance use services in a community setting with homeless or at risk population.
- 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 participants, 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) Strong problem solving skills required and must be a common sense thinker who can be a quick decision maker when necessary.
- 10) Must display professionalism and leadership qualities.
- 11) Experience using a data management system to record client information and interactions.
- 12) Employment is contingent on completion of satisfactory background check.
- 13) Valid California Driver's License and proof of auto insurance.
- 14) 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.