



POSITION: RAPID REHOUSING PROGRAM MANAGER
CLASSIFICATION: FULL-TIME/EXEMPT
SUPERVISOR: YES

SUMMARY

Under the supervision of the Program Director, the Program Manager will be responsible for implementing UBH's Rapid Rehousing (RRH) programs. This program offers short-medium term rental assistance combined with linkages to employment and other services in order to end clients' homelessness as well as create longer term self-sufficiency. RRH must be administered using a Housing First approach. Once clients are stably housed through the support of the Housing Case Manager, the Program Manager will also be responsible for overseeing case management services that assist clients in retaining their housing and being good tenants and neighbors. Additionally, the Program Manager will be responsible for building relationships with landlords to assist in mediating landlord/ tenant issues, as well as gain access to available housing units.

RESPONSIBILITIES

1. In conjunction with the Program Director, design, develop, and implement management practices and protocols of the RRH including but not limited to program guidelines, funding requirements and outcomes.
2. Oversee the day-to-day management of program activities including client enrollments, creation of individualized case management and housing stability plans, housing location, coordination of move-in assistance and provision of stabilization services, including linkages and referrals to appropriate service providers.
3. Supervise staff under the RRH program.
4. Reconciliation and distribution of checks to appropriate staff for distribution to landlords.
5. Ensuring HMIS data is accurate and up-to-date and that HMIS protocols are observed by staff.
6. Tracking and monitoring program expenditures and performance on a monthly basis. Responsible for submitting a monthly progress report to Senior Management.
7. Balance projected amount of rental assistance per client with available amount of funding.
8. Compilation of all data necessary to generate reports; Timely submission of complete and accurate cash requests for financial assistance and invoices to the Finance Department per invoice schedule
9. Timely submission of all reports to funders and other stakeholders including but not limited to: Quarterly Performance Reports, Annual Performance Reports, Ad-hoc Reports, Board Report and Management Reports.
10. Ensuring program compliance in accordance with all applicable laws, regulations and contractual requirements.
11. Serve as liaison between the program, referral agencies, service agencies and other stakeholders and develop a positive relationship with community partners.
12. Represent agency at community events and meetings and also serve as RRH primary contact.
13. Ensure program files are complete with all the required documentation; act as point of contact during monitoring visits by funders.
14. Work collaboratively with other UBH departments in areas such as of proposal writing, client activities and reporting.

QUALIFICATIONS:

1. At least five-year experience working with homeless families in a management position.
2. Bachelor Degree's in Human Services or equivalent education and experience.
3. Supervisory experience with strong skills in staff coaching, team-building and training.
4. Excellent verbal and written communication skills.
5. Strong organizational, planning and time management skills.
6. Ability to work in a team environment with shared responsibilities and decision-making.
7. Excellent interpersonal skills, ability to successfully relate to diverse individuals.
8. Experience in interviewing clients, making appropriate referrals and performing crisis intervention. Previous experience with rapid rehousing programs or other similar programs preferred.
9. Knowledge of community resources such as substance abuse programs, homeless programs, and mental health services within the Los Angeles Continuum of Care. Candidates must have demonstrated knowledge of case management principles and intervention techniques specific to hard-to-reach, difficult to serve populations.
10. Ability to work in a variety of settings with culturally-diverse persons and communities with the ability to be culturally sensitive and appropriate.
11. Strong ability to effectively resolve and cope with immediate conflict and/or crisis situations.
12. Proficient use of computers, basic office software and any other database software(s) used to track work outputs.
13. Excellent leadership skills with a hands-on, lead-by-example work style.

MANDATORY REQUIREMENTS:

- Employment eligibility verification
- Current California driver's license and State-required insurance and a driving record acceptable to the organization and/or its insurance carrier
- Reliable transportation
- Successful completion of background screening
- Current Tuberculosis Test

APPLICATION PROCEDURE:

To apply, email your resume and cover letter to hr@upwardboundhouse.org. Please be sure to reference **Job Title** in the subject line of your email. Please note that no calls or faxes regarding submission will be returned. Your resume will only be routed correctly and considered, if all the qualifications are met and instructions are followed.