

## Job Description

### Program Manager - Jonathan's Place Housing

**Title:** Program Manager – Jonathan's Place

**Regular Full-Time:** 40 Hours/week

**Annual Salary \$80K - \$84K**

**Job Class:** Exempt

**Reports to:** Director of Housing for Chronically Homeless Adults

**Unit:** Residential Programs- Adults in Permanent Supportive Housing

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#### **Principal Responsibility:**

Homeward Bound is Marin County's primary provider of housing and shelter for individuals and families experiencing homelessness, offering short- and long-term supportive housing, job-training and placement, and services. Our mission is "Opening Doors to Safety, Dignity, Hope, and Independence."

This position is responsible for development, implementation, and delivery of supportive services at Jonathan's Place, an exciting new Permanent Supportive Housing site in San Rafael. The Program Coordinator will be instrumental in managing a wraparound team working onsite 24/7 to provide intensive supportive services to formerly homeless single adults. These services will involve a partnership with Behavioral Health and Recovery Services through the County of Marin that will have staff embedded on the wraparound team and will also provide ongoing psychiatric services onsite. There are 32 Permanent Supportive Housing units at this location and rents will be subsidized via Housing Choice Vouchers. A primary function of this role will be to foster and uphold a sense of community among residents. There will be a need for robust supportive services, weekly activities and opportunities for growth and education onsite on a regular basis.

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#### **Major Duties:**

##### Staff Management:

- Convene staff regularly, at least weekly, for one-on-one check-ins, staff meetings, care coordination, and problem solving for all tenants in supportive housing units.
- Ensure consistent Case Management is being provided, including referrals to other service providers for residents at Jonathan's Place.
- Build capacities with supportive housing staff to coach individuals on soft skills such as household budgeting, nutrition, self-care and ongoing housekeeping as needed.
- Coordinate, plan and implement regular community building activities onsite while actively maintaining clean and functional communal areas.
- Promote regular check-ins with tenants incorporating a Housing First approach for all services and supports being provided
- Work in partnership with case managers, volunteers, interns, local community members and other social service entities while fostering strong working relationships with local service providers.

### Program and Facility Management:

- Become familiar with Coordinated Entry policies and procedures while coordinating all housing referrals and placements via CE. Attend CE meetings as needed.
- Maintain timely and thorough records and collect information as required by the program funding sources and Homeward Bound's Program Effectiveness Committee.
- Oversee on-going maintenance of units, ensuring that a safe and healthy environment is maintained, including regularly scheduled check-ins with tenants and unit inspections.
- Coordinate annual inspections as required by the Marin Housing Authority.
- Report concerns from the local community in a timely manner to Director of Chronic Homeless Adults; problem solve with residents and team members as needed.
- Document and track required program outcome measures, respond to requests for information in a timely manner and collect and enter data into data management systems such as the HMIS and Cal AIM.
- Perform other duties as assigned.

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### **Relationships:**

- Establish and maintain open and collaborative relationships with colleagues.
  - Greet, communicate, and treat all program participants with respect, dignity, kindness, and an attitude of compassionate service.
  - Establish and promote a good neighbor policy while maintaining regular contact with all surrounding neighbors.
  - Maintain confidentiality related to all program participants.
  - Communicate clearly with supervisor.
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### **Minimum Qualifications/Requirements:**

#### **Education or Training Equivalent To:**

- Bachelor's Degree in Social Work, psychology or relevant field (preferred but not required)

#### **Minimum Years of Additional Related Experience:**

- Experience developing and implementing programs and services.
- 3+ years of experience working with low-income populations and/or people experiencing homelessness.
- Previous experience in a setting that provides Permanent Supportive Housing programs.
- Strong skills in harm reduction and working knowledge of substance dependence disorders and people living with persistent and serious mental health diagnoses.

#### **Written & Verbal Communication Skills:**

- **Bilingual Spanish desired**
- Ability to read and interpret documents such as policies, operating and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before small groups of students, clients, or employees of the organization.

#### **Physical Requirements:**

- Ability to sit, and use a computer mouse, keyboard, and monitor, for moderate periods of time (1 – 3 hours per day)
- Ability to stoop, crouch, kneel, and/or crawl on occasion

**Special Qualifications & Qualities (skills, abilities, licenses):**

- Enthusiasm for working with individuals with previous experiences of homelessness
- Ability to create an environment that fosters empowerment and motivation to make positive changes
- Strong organizational, communication and documentation skills
- Ability to work cooperatively with and contribute to a diverse workplace through ideas or experience
- Competency with Windows and Microsoft Office Suite software
- Self-starter who takes appropriate initiative, has excellent time management and organizational skills, the ability to prioritize and organize, is creative and has a sense of humor
- Dynamic, resourceful, flexible, kind, compassionate, understanding
- High level of awareness and comfort working in a culturally and ethnically diverse work environment
- Awareness of and adherence to agency's JEDI (Justice, Equity, Diversity and Inclusion) principles

**Schedule:**

- Position will require some weekends and evenings as needed due to tenants in housing necessitating support after hours at times.

**EQUAL OPPORTUNITY**

Homeward Bound is an equal opportunity employer. We stand for justice and equity. We celebrate diversity and we are committed to creating an inclusive environment for all employees. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws. This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, leave of absence, compensation, benefits, and training.