



Position title: Program Manager (Director)
Position status: Exempt
Reports to: Executive Director
Direct reports: 6-8

Job Summary:

The Program Manager (Director) oversees the implementation and management of our day-to-day services in a manner that is in alignment with CHC's strategic goals. This role ensure that our service delivery matches the needs of our guests and the expectations of stakeholders. Program Services include shelter operations, food and nutrition program, and the street outreach program. Under the direction of the Executive Director, the Program Director leads staff in the daily operations of the shelter in a manner that promotes team-based coordination of care delivered in a professional, skilled, and non-judgmental manner by staff and volunteers.

Essential Functions of the Job

1) Program and Service Management:

Stabilization of all guests and case management clients (unhoused and assisted by CHC to stabilize – benefit assistance, medical referral, employment, system navigation, food insecurity.

- Oversee the design, implementation, and documentation of programs and services in accordance with the agency's strategic plan and organizational goals.
- Oversees and collaborates with program managers and coordinators:
 - a. Food Program: Works closely with Kitchen Manager to ensure barrier-free approach by providing high-quality nutritious food in a welcoming environment to shelter guests and other clients.
 - b. Coordinated Entry: Work closely with the Coordinated Entry Administrator (CEA) and Executive Director to ensure timely preparation of monthly, quarterly, and annual reports and to support grant administration and partner collaborations.
 - c. Street Outreach: Manage overall strategy and provide on-site support to service providers for this program.
- Routinely monitor key operations and consult with staff to continuously improve work systems and processes, recognizing: 1) continuously changing conditions, 2) the needs of staff, and 3) the well-being of our guests.
- Participate in on-call rotation periodically. Using this rotation and other tools, ensure that CHC continues to be available and accessible to those in need of services on a 24/7 basis.

2) Supervision and Staff Development:

- Work closely with the team to assign guests to appropriate staff, facilitating efficient service delivery.
- Provide bi-weekly individual supervision to staff focusing on service delivery approaches and performance of respective duties.
- Offer daily guidance and support to staff to address challenges in case management, operational issues, and administrative support.
- Arrange for routine training opportunities for direct service staff to enhance staff resources, skills and knowledge in key areas as crisis intervention, de-escalation, motivational interviewing, ethics, diversity, Trauma-Informed Care and boundary management.
- With the Executive Director, conduct weekly staff meetings to discuss and improve systems and operations that better equip staff to serve guests.
- Act as the first point of contact with staff to communicate workflow changes, manage staff interactions, and provide individual guidance and feedback. Support the Executive Director with staff performance development and course correction.

- Participate with the Executive Director in employment decisions including hiring, position changes, performance feedback and separation.

3) **Guest Support and Case Management:**

- Manage and maintain the shelter waitlist on a weekly basis, ensuring timely and accurate intake arrangements for guests in need of housing and/or support services.
- Provide daily support and oversight for Case Managers at all levels of the process: guest intake, assessment, case management, crisis intervention, and referral sourcing.
- When necessary, intervene with guests regarding CHC policies articulated in the guest agreement.
- Meets weekly with CEA and CMs to conduct case reviews and service strategies to meet the evolving needs of CHC guests.

4) **Collaboration and Stakeholder Engagement:**

- Lead CHC programming and service in a manner that recognizes CHC's role as leader in an area-wide coordinated effort between the State of Vermont and community partners to coordinate resources for unhoused people.
- Participate in opportunities to share information, learning opportunities, resources, and data trends, in partnership with other providers to enhance community resources and service delivery.
- Collaborate with assigned community teams to assess issues related to homelessness, identify new resources, stay aware of collaborative funding proposal opportunities, and develop joint action plans to meet guests' needs.

5) **Training and Professional Development**

- Ensure that staff are equipped with the latest knowledge and skills to effectively address the needs of guests, particularly those with complex challenges such as mental health and substance use.
- Collaborate with leadership and team members to identify training needs and prioritize areas for staff growth and development in response to evolving challenges.

6) **Safety/Quality Assurance?**

- Conduct bi-monthly guest chart reviews of direct service staff to ensure quality assurance and follow up on any necessary improvements in documentation, best practices or compliance issues.
- Conduct 90-day case review for guest length of stay and eligibility renewal practices.
- Member of the building and programs safety committee.
- Ensure that programs and services are delivered consistently and in compliance with all regulatory and operational requirements established by grants, state, and federal standards.
- Ensure staff training, compliance, and best practices regarding confidential information and data security.

7) **Other related duties as assigned.**

Position Competencies:

Process Management:

- Attentive listening to apply key concepts to the evaluation and improvement of systems and services.
- Creates and adjusts workflow and policy with both consistency and operational agility in mind.
- Asks good questions based on rapidly changing situations, unpredicted changes, and possible outcomes.

Approachability:

- Proactively engages others in conversation starting from a place of curiosity and openness to receiving messages.
- Uses conversation to build a comfortable, yet professional rapport governed by diplomacy and tact. Listens for cues that indicate the primary interests of others.
- Builds rapport with co-workers to better facilitate collaboration.
- Communicates and interprets difficult operational and compliance-related concepts in a manner that supports understanding for colleagues with less background in these areas.

Problem Solving:

- Anticipates potential problems and promptly articulates to the Executive Director or other leaders.

- Considers options for resolving problems and actively seeks solutions that are acceptable to multiple parties.
- Diffuses high-tension situations with peers or guests by remaining calm, courteous, and professional.
- Follows through with solutions and notifies others when completed.

Judgment and Decision-Making:

- Makes good decisions based on analysis, wisdom, experience, and historical judgment.
- Generates trust by using empathy, active listening, and critical thinking in an unbiased way to gather data before implementing decisions.
- Demonstrates decision agility, balancing speed with intentionality; operational factors with overarching vision, to make the best decisions possible.

Knowledge and Abilities:

- Ability to create/follow systems for the delivery of high-quality services and to facilitate workflow.
- Demonstrated skills prioritizing and organizing workload. Superb attention to detail.
- Ability to interact in a calm and courteous manner with all constituents, including co-workers, contracting partners, Board members, and guests.
- Demonstrates solid independent judgment, discretion, and confidentiality as expected in this senior role.
- Ability to understand and perform supervisory tasks, case management tasks, and computer-assisted administrative tools.
- Ability to read, speak, and understand English directions in forms, instructions, and documents.

Education and Experience:

Bachelor's degree in social services related field and at least 2-years' experience managing direct service residential programs.

Work Environment Requirements:

Oversees the daily activities in a 24/7 residential setting.

- Physical dexterity to access multiple public and residential spaces.
- Cognitive awareness to negotiate complex relationships and rapidly changing situations in a fair, consistent and professional manner.
- Schedule flexing nights and weekends required periodically or as needed.
- This work can only be provided on-site.