

FAMILIES FORWARD

UNTIL EVERY FAMILY HAS A HOME

Job Title: Housing Program Manager

Reports to: Director of Programs

Position is: Exempt, Full-time

Job Summary: Families Forward is seeking a highly motivated individual who is committed, compassionate, willing to be challenged, and who wants to make a difference in the lives of others. Under the supervision of the Director of Programs, the Housing Program Manager is responsible for the overall coordination, management, and supervision of case management services for the Families Forward Housing Program. This self-starter will work with a variety of other teams to ensure consistently high-quality services are provided to all families in our housing programs, maintaining a focus on long-term housing stability for each family and organizing, leading, and providing ongoing support for new initiatives that align with the changing needs of those served. By providing strong leadership, setting departmental goals, tracking progress, exercising efficient departmental collaboration, and adjusting program direction to maximize service connections and positive outcomes as necessary, the Housing Program Manager will ensure those who turn to Families Forward are able to achieve and maintain self-sufficiency.

Essential Job Duties:

Staff Management and Program Oversight: (50% of time spent)

- Hire, train, manage, and evaluate a growing and diverse team of Housing Program case managers ensuring the team consistently provides high quality, Trauma Informed Care services with a constant focus on Housing First approaches to ending family homelessness.
- Ensure that case managers receive necessary training and follow program protocols; lead regular case management and case conferencing sessions.
- In collaboration with Senior Case Manager connect weekly regarding Match Meetings and assign new cases to staff based on caseload capacities and grant progress.
- Monitor Housing Program activities in relation to grant requirements.
- Ensure that all grant required documentation is collected and maintained appropriately and that all case files are current and compliant with grant requirements.
- Evaluate the entry, storage, retrieval, and quality control of client information in HMIS.
- Produce annual APR and other relevant reporting documents as directed by the Director of Programs.
- Assist team with assessing families' challenges, strengths, and areas where they may need assistance.
- Inform resources and referrals with assistance from Director of Programs and community resources staff.
- Keep and maintain appropriate records and complete all relevant agency/program forms, doing so in a confidential and professional manner.
- Work with the team to develop new and innovative ways to engage with and support clients.
- Assist with growing veteran programming, establishing strategic partnerships in the community, and monitoring Families Forward's veteran-specific collaborations.
- Review and approve staff timesheets in a timely manner, and ensure other administrative tasks are completed.

Data, Reporting, and Program Development (30% of time spent)

- Support and maintain data timeliness and entry into HMIS.
- Track, report on, and adjust programs as necessary based on weekly/monthly/annual program progress to maximize agency impact.
- Analyze program data and adjust scope and direction of housing programs as needed to improve efficiency and increase positive outcomes.
- Provide client level information to help support annual grant reporting as requested.
- Maintain program alignment with industry best and evidence-based practices, including arranging and implementing regular staff trainings.
- Collaborate with the data team monthly for grant tracking.

Additional Duties (20% of time spent)

- Serve as an integral part of Families Forward’s leadership team, providing feedback on staff and client concerns and workshopping ways to enhance services provided to clients.
- Assist with the coordination of outreach efforts regarding housing to reach potential clients, apartment communities, and participate in other outreach efforts as needed.
- Report success stories, progress, statistics to the Board, leadership, and Fund Development team as requested.
- Fill in as needed with phones, food pantry, holidays, or other agency events.
- Attend all staff, case management, Board meetings, and other meetings as requested.
- Other duties as assigned.

Qualifications

- Bachelor’s degree in social work or related field required; Master’s degree in social work, counseling, public health, or related social service field preferred.
- 5 years minimum experience working with families.
- Ability to occasionally lift or carry 25 pounds.
- Maintain Valid California Driver’s License and State Mandated Auto Insurance.

Salary Requirements:

- Range:
- Phone or monthly phone stipend provided

Please submit all resumes to Director of Operations, Marissa Hall, at mhall@families-forward.org. No phone calls please.

Key Skills:	Comprehensive Expert with total knowledge; guides others	Advanced Fully trained; req. occasional assistance	Moderate General knowledge but not totally proficient	Basic Trainee with general understanding
Technical/Functional Expertise: Training skills		Required		
Computer Software: Microsoft Office		Required		
Interpersonal/Communication: Strong verbal & written skills	Required			
Language (non-English): Speak & understand Spanish		Preferred		

Work Environment/Requirements: (time required in terms of an 8 hour workday)

Time each day (Occasionally = 0.5 to 2.0 hours; Frequently = 2.5 to 4.0 hours; Continuously = 4.5 or more hours)

Basic Duties	O	F	C
Drive car	O		
Operate forklift			
Ride in car	O		
Travel	O		
Use telephone			C
Type or use PC equipment			C
Sit at desk			C
Noise Level			
Very quiet (forest trail; isolation booth, etc.)			
Quiet (library; private office, etc.)			C
Moderate Noise (open office)		F	
Loud Noise (warehouse, fork trucks, etc.)			
Very Loud Noise (heavy equipment, etc.)			
Work Environment			

Basic Functions	O	F	C
Kneel/bend/crouch/crawl/squat	O		
Talk			C
Hear			C
Climb or balance			
Reach with hands or arms	O		
Reach above shoulder level	O		
Stand or walk	O		
Use hands to finger/handle/feel			
Push/pull			
Special Vision Requirement			
Close vision (clear at 20 inches or less)			C
Distance vision (clear at 20 inches or more)			C
Color vision (identify & distinguish colors)			
Peripheral vision (Observe up/down/left right)			

Wet, humid conditions (non-weather)			
Work in high, precarious places			
Fumes or airborne particles			
Toxic or caustic chemicals			
Outdoor weather conditions			
Extreme cold (non-weather)			
Extreme heat (non-weather)			
Risk of electrical shock			
Risk of radiation			
Vibration			
Other:			

Depth perception (3 D; judge distance)			
Ability to adjust focus			C
Lifting/Carrying			
Up to 25 lbs.	O		
Up to 50 lbs.			
Up to 100 lbs.			
More than 100 lbs.			
Working Hours			
Physical presence during work hours			F
Weekends	O		
Overtime	O		

 Manager's Approval

 Date

 Human Resource's Approval

 Date

 Employee's Approval

 Date