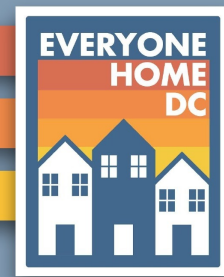


HOUSING IS OUR STARTING POINT

SEEING PEOPLE THRIVE

IS OUR FINISH LINE



Program Manager, Family Homelessness Prevention

Job Title: Program Manager (PM)
Department: Family Homelessness Prevention
Reports To: Director of Program Operations
Status: Exempt
Salary Range: \$65,000 - \$70,000 annually

This job description provides a general guideline to the most common duties, responsibilities, and minimum requirements for this position. It is not all-inclusive and the actual position may vary as circumstances indicate or as determined by the organization. Working hours are primarily a day shift position but may require varied hours, including evenings and weekends, as business needs dictate.

SUMMARY OF POSITION:

The Program Manager will be responsible for the overall oversight and management of Everyone Home DC's Family Homelessness Prevention program (HPP) to promote positive outcomes for individuals and families. HPP services are designed to assist with focused efforts addressing barriers to housing and to secure and/or maintain safe, stable, and affordable housing for individuals and families. The Manager will be responsible for leading and implementing the program towards achieving its goals consistent with national best practices, while adhering to organizational and contractual expectations. The Manager is also responsible for providing positive leadership, staff supervision, and development to the Family Homelessness Prevention team while promoting Everyone Home DC's mission and values. The position must be staffed by a dedicated individual who is service-oriented, a team player, and committed to working in a professional environment with at-risk communities.

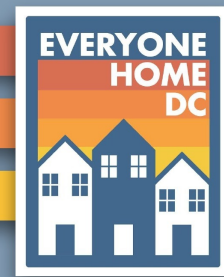
RESPONSIBILITIES & DUTIES:

- Oversees program budget and manages program grant obligations.
- Ensures program quality standards are met and conducts internal and external program audits.
- Develops and implements program policies and procedures.
- Manages timely program reports and progress toward goals.
- Recruits, hires, trains, and supervises program staff, including Prevention Specialists and Assistant Program Manager.
- Represents HPP in leadership meetings, attends all-staff meetings, and serves on special Everyone Home DC committees.
- Attends weekly meetings with DC's Department of Human Services (DHS) and disseminates pertinent information to the team.
- Leads bi-weekly HPP meetings for case reviews and team needs, including managing caseload overflow.
- Ensures data quality across all platforms, including QuickBase, STEP Tool, and HMIS.
- Builds positive relationships with community partners to serve as the point of contact for all external partners.
- Identifies and participates in on-going training and professional development opportunities for the team.

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- Distributes customer satisfaction surveys and develops and implements appropriate responses to results.
- Coordinates cross-program and organization-wide efforts.
- Performs administrative responsibilities including, but not limited to: ordering program supplies, answering phones, opening/closing cases, approving RRH referrals, promissory notes, and monetary requests, and overseeing program schedule and client appointments calendar.
- Other duties as assigned, and available on-call as needed (evenings and weekends).

QUALIFICATIONS:

- A Master's degree in Social Work with an active license in good standing is required (LICSW).
- Minimum 5 years of experience working within the homelessness continuum of care or a related field; Crisis management experience is preferred but not required.
- Minimum 3 years of experience in a leadership or management role.
- Strong familiarity with DC's social service providers and public benefits programs preferred.
- Excellent written/verbal communication skills.
- Exceptional ability to multi-task and excellent organizational skills. This includes problem-solving, time management, and the ability to follow through on projects and meet deadlines.
- Advanced case management skills with a proven track record of success.
- Demonstrated ability to maintain confidentiality of highly sensitive information.
- Strong computer software skills and ability to maintain accurate data/information in various platforms.
- Ability to work in a team-oriented environment and to work independently with minimal supervision.
- Strong capacity to build relationships with a diverse range of clients, colleagues, and community members.
- Demonstrated respect and appreciation for diversity based on race, class, ethnicity, religion, gender, sexual orientation, and gender presentation, and ability to work with a highly diverse group of clients, co-workers, and colleagues.
- Bilingual English/Spanish speakers or Spanish language written/verbal communication skills at a professional working proficiency are preferred, but not required.
- A valid driver's license and a motor vehicle are preferred but not required.

HOW TO APPLY:

This position is available immediately. Applications will be reviewed on a rolling basis until the position is filled. Please send a cover letter, resume, and three professional references to hr@everyonehomedc.org. Indicate **"Homelessness Prevention Program Manager"** in the subject line. **Only complete applications will be accepted.** No phone calls, please.