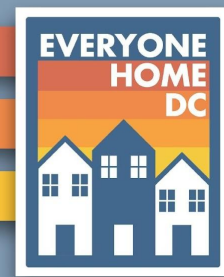


HOUSING IS OUR STARTING POINT

SEEING PEOPLE THRIVE

IS OUR FINISH LINE



JOB DESCRIPTION
Program Manager, Shirley's Place

Job Title:Program Manager
Department: Single Adult Programs
Reports To: Director of Single Adult Programs
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 to include overtime, as business needs dictate.

SUMMARY OF POSITION:

Everyone Home DC's Shirley's Place Program is designed to assist with focused efforts to address barriers to housing and to secure and or maintain safe, stable, and affordable housing. The Program Manager will be responsible for implementing the program consistent with national best practices, while adhering to organizational and contractual compliance. The Manager has responsibility for developing, managing and coaching the Guest Services Coordinator, Guest Services Assistant and Lead Street Outreach Case Manager at Shirley's Place. Shirley's Place is a drop-in day center and hub for outreach programming, it offers people experiencing homelessness a safe and dignified place to spend their day off of the street. Shirley's Place provides access to showers, laundry, restrooms, mail service, phones, computers, lunch, and social service referrals. Shirley's Place Street Outreach team works with chronically homeless individuals living in Capitol Hill, specifically in the Eastern Market neighborhood. Our Street Outreach team utilizes a person-centered approach to build and maintain relationships with our chronically homeless neighbors, and supports them in meeting their immediate needs and achieving their long term goals, which includes obtaining stable housing. This position will have 3 direct reports.

This position must be filled by a dedicated individual who is social justice oriented, a team player, and committed to working alongside individuals as they transition out of homelessness

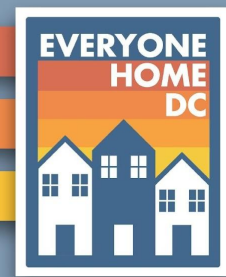
Principal Duties:

- Supports Everyone Home DC's mission and values while promoting a positive Everyone Home DC culture
- Develops and implements appropriate needs assessment tools with program staff to promote positive outcomes for participants.
- Provides positive leadership, coaching and development for direct reports. Will ensure staff has goals that will ensure success of programs and strategic measures of the department and overall organization.
- Supervise staff in weekly one on one supervision and ensure best practices are delivered to all Shirley's Place participants.
- Ensures Shirley's Place staff follow CAHP procedures and are an active participant in CAHP meetings.

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- Collaborates with program participants and partnering providers in order to ultimately drive the success of the program.
- Initiates and builds positive relationships with community partners, including service agencies, congregations, and education-based groups that will assist with providing additional support services
- Partners with other Everyone Home DC staff to ensure appropriate program resources are made available
- Assists with coordination and execution of events; such as internal educational trainings, workshops, and external events
- Coordinates scheduling of volunteers to assist with drop in center operations
- Collaborates with community providers and neighbors to ensure outreach is engaging with participants experiencing street homelessness
- Participates in all required meetings and trainings, meeting all leadership and compliance obligations
- Participates in relevant meetings of the Interagency Council on Homelessness
- Participate in the Annual Point In Time Count
- Monitors HMIS program data to ensure accuracy and timeliness of data entry
- Meets regularly with Shirley's Place Team to assess program and participants needs
- Manage program budgets and oversees purchasing of supplies

Secondary Duties:

- Provide administrative and program support in the following areas: intake, participant wellness, community building, documentation, and special projects.
- Attend program meetings, all-staff meetings, and serve on special Everyone Home DC committees.
- Participate in and attend on-going training and professional development opportunities.
- Tracks progress of all goals and submits monthly reports and/or weekly updates to supervisor
- Other relevant duties as assigned.
- Work on special projects and committees as needed.

POSITION SPECIFICATIONS:

Essential Training/Certifications:

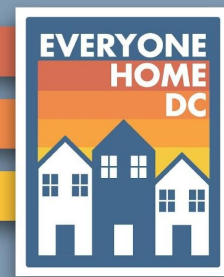
- Bachelor's Degree in a relevant humanities, social science, or related field preferred
 - Candidates with a Bachelor's in Social Work or Master's in Social Work degree are required to be licensed and in good standing with the Board of Social Work.
- Minimum of 3-5 years of relevant experience working with individuals or families experiencing homelessness or poverty within the homeless continuum of care.
- 1-2 years of leadership or program management experience
- Crisis management experience is preferred.
- Safe food handling experience or certification preferred but not required.

Essential Use of the Following Tools:

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- Ability to learn computer software programs to enter and maintain accurate data/information in appropriate platforms, including the Homeless Management Information System (HMIS).
- Proficiency with Microsoft Office Suite (Word, Excel, PowerPoint) and Google Suite/Drive
- Proficiency with social media (Twitter, LinkedIn, Facebook, etc.)
- Proficiency with standard office equipment: phone system, copier/printer, fax, scanner
- A valid driver's license and an insured motor vehicle are required for this position.

Skills and Knowledge:

- Familiarity and knowledge of DC's social service providers and public benefits programs preferred.
- Excellent written and verbal communication skills.
- Exceptional ability to multi-task and excellent organizational skills. This includes attention to detail, problem-solving, time management, and the ability to follow through on projects and meet deadlines.
- Ability to maintain confidentiality of highly sensitive information, and demonstrated professionalism, reliability, and responsibility.
- Bilingual English/Spanish speakers or Spanish language written/verbal communication skills at a professional working proficiency are preferred, but not required.
- Knowledge of community resources and best practices associated with high-risk populations
- Advanced demonstrative case management skills with proven track record of success
- Strong Leadership, Administrative, and Operations knowledge
- Strong ability with computer software programs, and ability to enter and maintain accurate data/information across multiple platforms
- Demonstrative skills in researching, negotiating, selecting and managing vendor contracts to include evaluation of service and pricing comparisons
- Problem-solving skills
- Time management skills
- Ability to work as part of a team and to work independently on multiple tasks and complete successfully with minimal supervision
- Strong organizational skills and attention to detail is critical

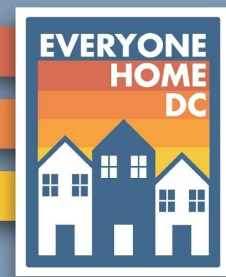
Essential Competencies and Behaviors:

- Capacity to build relationships with participants, colleagues, and community members.
- Demonstrated respect for diversity based on race, class, ethnicity, religion, gender, sexual orientation, and gender presentation, and ability to work with a highly diverse group of participants and colleagues.
- Commitment to building your racial equity competencies and centering your role in an analysis and understanding of how race and power shape systems in our society and culture; Commitment to continuous learning, reflecting, and growing.
- Is passionate about ending homelessness and approaches the work through a social justice lens.
- Advanced knowledge of the DC Homeless Services System and a familiarity with DC's social service providers and public benefits programs.
- Advanced knowledge of best practices in ending homelessness, housing first principles, housing focused programming, harm reduction strategies, trauma informed care, and motivational interviewing.
- Displays a strong understanding of systemic racism as a root cause homelessness.

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- Ability to operate with a commitment to excellence, integrity, diplomacy, and camaraderie.
- Commitment to workers' rights, economic justice, and race equity and in particular to the issues of the program's identified community.
- Displays mature demeanor, common sense, and good judgment
- Must be able to act with honor, character and integrity
- Maintains good rapport with all departments
- Ability to cope with a fast-paced work environment
- Able to manage multiple projects with minimal supervision
- Must be able to understand the importance of the position for the success of the organization
- Excellent organizational skills and proven ability to self manage and lead (able to work independently, flexibly, collaboratively, and productively in a fast-paced environment, and the ability to manage a multi-faceted workload with strong problem solving and time-management skills
- Knowledge of and experience working with people with mental health disorders
- Sense of humor

Other Requirements:

- Ability to pass background checks including FBI, MPD, Alcohol, Drug and TB screening as required by government contract.
- Able to handle physically demanding work including lifting and carrying up to 25 lbs.
- Everyone Home DC requires all staff to provide documentation of COVID-19 vaccination, including recommended booster doses, or be approved for a religious or medical exemption and undergo weekly testing.

Benefits

Everyone Home DC's standard benefits for full-time staff include: employer-paid single coverage health insurance; dental and vision insurance; 401k retirement plan; employer-paid single coverage life insurance; short term disability; worker's compensation; family medical leave; bereavement leave; jury duty leave; Metro SmartBenefits; annual funds for professional development training; 13 paid holidays; and generous paid time off.

Location

The position will require in-person work at our Day Center, Shirley's Place, located at 1338 G Street SE as well as in the community. Some duties may be completed remotely.

Everyone Home DC values diversity in our workplace and encourages Black, Indigenous, People of Color, members of the LGBTQIA2S+ community and people with disabilities to apply.

To Apply: Please send your resume and cover letter to hr@everyonehomedc.org with **Shirley's Place Program Manager** in the subject line.