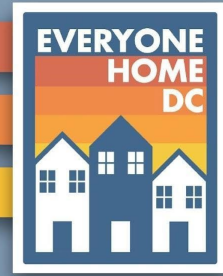


HOUSING IS OUR STARTING POINT

SEEING PEOPLE THRIVE

IS OUR FINISH LINE



JOB DESCRIPTION

Assistant Program Manager, Family Rapid Re-Housing

Job Title: Assistant Program Manager
Department: Family Re-Housing and Stabilization Program (FRSP)
Reports to: Program Manager
Salary: \$72,000 - \$75,000
Status: Exempt

Summary of Position:

The Assistant Program Manager is responsible for supporting the day-to-day operations, tracking the performance of assigned staff, and supporting continuous improvement related to the Family Re-Housing Stabilization Program (FRSP) service delivery. The Assistant Program Manager(s) works closely with the Program Manager to report and resolve complex issues and works with the assigned staff to ensure compliance with all FRSP protocols.

Principle Duties:

- Supports Everyone Home DC's mission and values
- Assists Program Manager with day-to-day operations of FRSP.
- Shares supervision duties with Case Manager Supervisor
- Conducts home assessments monthly
- Works with clients to set goals and implement strategies that will ensure the accomplishment of created goals
- Manages data within the Homeless Management Information System (HMIS), STEP Tool, Quickbase, FRSP Portal, and CATCH system
- Serve as support to the FRSP Team and their needs
- Respond in a timely manner to request assistance with data systems
- Assist with troubleshooting data quality issues and reporting concerns to DHS
- Maintain training documents in line with current Data Standards and systems best practices
- Stay current with and provide detailed training on new standards and policies with all data systems used
- Attends program, case review, and all-staff meetings and serves on special Everyone Home DC committees
- Participates in ongoing training and professional development opportunities
- Serves as the point of contact if the Program Manager is not available
- Develop and maintain a filing system
- Anticipate program needs and take initiative initiatives to solve program problems.
- Other duties as needed

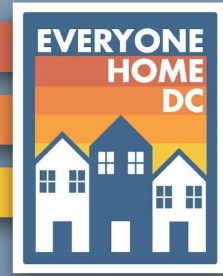
Secondary Duties:

- Work on special projects as needed

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- Attended stakeholder meetings
- Other duties assigned

Position Specifications:

Essential Use of the following Tools:

- Strong proficiency with Microsoft Office Suite (Word, Excel, PowerPoint) and Google Drive
- Office Equipment: Phone System, Copier/Fax/Scanner
- Valid Driver's License and ownership of an insured motor vehicle

Essential Training/Certifications:

- Minimum of Bachelor's degree in Social Work or related discipline
- LICSW or LPC preferred
- Minimum of two (2) years of professional experience providing counseling and case management services to individuals/families experiencing homelessness.

Skills/Knowledge:

- Strong organizational skills and attention to detail are critical
- Ability to communicate clearly and concisely, both verbally and in writing
- Ability to maintain confidentiality of highly sensitive information
- Ability to learn computer software programs and enter and maintain accurate data/information in appropriate platforms
- Strong capacity to build strong relationships with a diverse range of clients, colleagues, and community members
- 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
- Ability to follow through on projects and meet deadlines
- Strong leadership skills