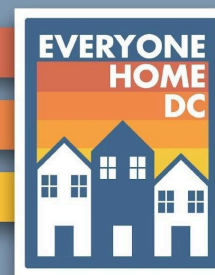


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JOB DESCRIPTION

Permanent Supportive Housing Program Manager

Job Title: Program Manager

Security Level: Safety Sensitive

Department: Single Adult Programs

Reports To: Director of Single Adult Programs

Status: Exempt

Salary Range: \$70,000-\$80,000

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 Monday through Friday, 9:00 am to 5:00 pm, some evening, weekend and holiday hours as need dictates. Participation in on-call rotation is required.

SUMMARY OF POSITION:

Everyone Home DC's Permanent Supportive Housing (PSH) Program is designed to provide permanent and stable housing to formerly homeless people in DC. The PSH Program operates as a Housing First, scattered-site program and provides intensive, community-based case management services to households across the District. The PSH Program Manager will be responsible for managing and implementing the PSH program as well as developing and tracking program goals, consistent with national best practices and adhering to organizational and contractual expectations. The Program Manager is responsible for providing leadership, supervision, and professional development to the PSH team while promoting Everyone Home DC's mission and values. The Program Manager will directly supervise one Case Manager Supervisor, one Senior Case Manager, and indirectly supervise up to 8 Case Managers. The PSH Program Manager will be responsible for providing person-centered, trauma informed services so that all program participants obtain and remain in stable housing. This position must be filled by an individual who has a passion for social justice work, is a team player, and is committed to working alongside people as they transition out of homelessness into permanent and stable housing.

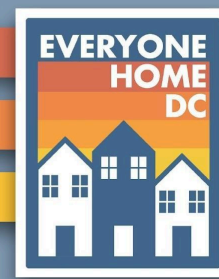
Principal Duties:

- Provide leadership and oversight to the entire PSH team by building strong team morale and ensuring staff possess the necessary skills and competencies to fulfill job requirements and work to advance the organization's mission and vision.

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- Working as a collaborative member of the Everyone Home DC leadership team and contributing to the organization's strategic goals.
- Effectively communicate the vision, goals, key responsibilities, and duties of the program with the team.
- Ensure that Everyone Home DC is meeting and exceeding all contract requirements set by the Department of Human Services and that the program is following all District policies and procedures related to homeless service programming.
- Directly supervise one Case Manager Supervisor and one Senior Case Manager
- Indirectly supervise up to 8 case managers
- Ensure all program staff clearly understand their roles and responsibilities and have the tools to effectively carry out their duties as outline in their job description
- Lead the recruiting, hiring, onboarding, and training of new program staff.
- Ensure that all staff are properly trained and identify ongoing training needs.
- Develop and track program goals that contribute to the mission of Everyone Home DC.
- Develop and monitor tracking systems to ensure accurate data collection and reporting, and review applicable databases (e.g., HTH, Insync, and HMIS) for data quality and completeness.
- Attend and/or lead internal Everyone Home DC PSH team, case staffing and management meetings.
- Participate in regular meetings with the Department of Human Services and other PSH providers.
- Acts as a liaison with landlords and other Community Organizations to build relationships and to promote the success of the PSH Program.
- Maintain knowledge regarding community resources for marginalized communities
- Facilitate mediation with participants and Case Managers
- Ensure staff stay abreast of and consistently utilize best practices.
- Develop and implement quality control and quality improvement strategies, and conduct monitoring of program performance on a regular basis.
- Support the Director of Single Adult Programs in our relationship with the Department of Human Services and other external parties, attending meetings and providing reports, as needed.

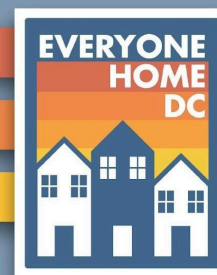
Secondary Duties:

- Participate actively in regular supervision, program, and all-staff meetings, and other Everyone Home DC meetings and events.
- Attend ongoing training and professional development opportunities.
- Work on special projects and committees as needed.

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- Actively look for ways Everyone Home DC can improve the PSH program to better meet residents' needs.
- Other relevant duties as assigned.

QUALIFICATIONS:

Essential Training/Certifications:

- Master's Degree in Social Work from an accredited College or University
- Active Licensed Independent Clinical Social Worker (LICSW), Licensed Professional Counselor (LPC) or Licensed General Social Worker(LGSW) in the District of Columbia preferred.

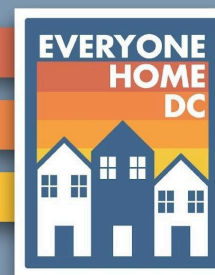
Skills and Knowledge:

- Minimum of four years of professional supervisory and/or managerial experience in human services and/or health care preference given to candidates who have experience supervising larger teams of 5 or more.
- Professional knowledge of the theories, principles, techniques, and best practices of social service delivery systems.
- Possesses strong engagement strategies and demonstrated ability to build rapport and maintain trusting relationships.
- 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 of homelessness.
- Commitment to building their racial equity competencies and centering their role in an analysis and understanding of how race and power shape systems in our society and culture.
- Strong English language verbal and written communication skills. Bilingual English/Spanish speakers or Spanish language written/verbal communication skills at a professional working proficiency is preferred.

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- Outstanding organization, time-management, and problem-solving skills, and the ability to follow through on projects and meet deadlines.
- Ability to maintain confidentiality of highly sensitive information.
- Is reliable and demonstrates good judgment.
- Ability to work in a team-oriented environment as well as independently.
- Demonstrated 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 and colleagues.
- Ability to learn computer software programs, and enter and maintain accurate data/information in appropriate platforms.

Essential Use of the Following Tools:

- Ability to learn computer software programs to enter and maintain accurate data/information in appropriate platforms.
- Proficiency with Microsoft Office Suite (Word, Excel, PowerPoint) and Google Suite/Drive
- Proficiency with standard office equipment: phone system, copier/printer, fax, scanner

Other requirements

- **A valid driver's license and ownership of an insured and reliable motor vehicle.**
- **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.**

Benefits Everyone Home DC's standard benefits for full-time staff include: excellent 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 including the week between December 25th and January 2nd.

Location

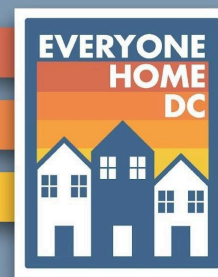
This is a flexible hybrid position based at Everyone Home DC's offices located at 415 2nd Street NE. In-person home visits, community visits and time in the office is required. This position requires a substantial amount of field work.

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.

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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 jobs@everyonehomedc.org. Indicate "**PSH Program Manager**" in the subject line.

Only complete applications will be accepted. No phone calls, please.