



Job Posting

TITLE Program Manager for Intervention Services

REPORTS TO Director of Program Services

JOB SUMMARY Are you passionate about helping others struggling to meet their basic needs? Do you have experience managing staff and administering programs? Are you detail oriented and a strategic thinker? Do you have experience working with and managing volunteers? If so, The Action Center has a job for you! We are looking for a program manager to lead our Intervention Services program. This person will lead a team of staff and volunteers in the daily operations of delivering basic needs services to up to 100 families a day. Our collaborative approach combines the distribution of food, clothing, personal hygiene items and household goods with direct connections to community partner resources co-locating at The Action Center.

CLASSIFICATION Full-time, exempt

DUTIES/RESPONSIBILITIES

- Provide leadership, planning, direction and day to day supervision of the Intervention Services department to deliver effective and meaningful assistance for participants seeking services
- Effectively select, manage, coach and evaluate the performance of Intervention Services staff to foster a caring, fully engaged team and ensure robust intervention services
- Manage the daily activities of the Intervention Services program, responding to immediate crisis situations, working directly with participants as the situation warrants, as well as ensuring effective flow through service areas
- Train and supervise all Volunteer Participant Advocates, working closely with the Volunteer Programs team on recruitment, support, and retention
- Build Volunteer Participant Advocate corps to up to 45 volunteers, including the development of Lead Volunteer Participant Advocates and a substitute pool
- Assist Grants Manager with grant reporting and documentation; provide oversight of expenditures of restricted funds
- Contribute to the development of strategic goals and objectives through participation on the agency leadership team
- Develop goals and objectives to achieve successful intervention service outcomes in line with the strategic plan
- Create and manage the annual Intervention Services budget and regularly review department expenditures to ensure alignment with the budget
- Coordinate internship programs with local graduate and undergraduate programs in conjunction with Human Resources; provide direct supervision of assigned intern(s)
- Maintain and oversee daily records and program documentation
- Develop, update and maintain all Intervention Services procedures and policies
- Work in close partnership with the Manager of Pathways Program and Manager of Shelter Programs to ensure cross-over participant issues are effectively managed

- Responsible for data collection systems (Homeless Management Information System (HMIS) and proprietary systems), including trainings, developing expertise, generating and preparing reports and program statistics.
- Ensure accurate record keeping in various data entry systems
- Recruit and oversee community outreach partners for internal and external services for program participants
- Maintain effective working relationships with other departments, human services providers, donors and community, and represent the agency with county and other non-profits in human services collaborations
- Attend and participate in agency events such as the annual meeting and seasonal prevention programs
- Ensure Intervention Services staff and volunteers are trained on programs area safety and risk management procedures

KNOWLEDGE, SKILLS AND ABILITIES

- Master of Social Work or related degree
- Minimum of two years of staff management experience
- Two years of casework experience related to working with high need populations
- One year experience in program development and enhancement
- Experience leading, managing and engaging volunteer teams preferred
- Excellent organizational, crisis management, communication, and decision making skills
- Problem solving skills, ability to assess situations, identify cause, generate solutions and make constructive recommendations
- Ability to exercise initiative, relate well with others and build collaborations
- Excellent computer skills including Word, Excel, and databases
- Bilingual in Spanish a plus

Email resume and cover letter to: jobs@theactioncenterco.org Currently interviewing - please apply as soon as possible. Posting will remain open until filled.

The Action Center is an equal opportunity employer