

TITLE Program Services Manager

REPORTS TO Director of Program Services

JOB SUMMARY Responsible for the management of assigned program staff and volunteers, and for overseeing the day-to-day activities of the first floor of the program services building to ensure smooth participant flow into and through relevant program service areas. The position involves very dynamic, active physical work associated with delivering program services and will interact with a diverse population of participants, often in crisis, and will engage in assessment, de-escalation, and authoritative decision-making as needed. Will serve as first responder or back-up to escalated participant situations.

CLASSIFICATION Full-time; exempt

DUTIES/RESPONSIBILITIES

- Provide leadership, planning, direction and day to day supervision of staff and volunteers working on the first floor of the program services building which includes: intake, appointment scheduling, open/close of the building and provision of services in the self-select grocery, clothing bank, and household areas
- Make decisions as needed for program service delivery; including the scheduling of participants and the placement of volunteers and staff
- Manage building flow throughout all service areas, responding to immediate crisis situations and working directly with participants as the situation warrants. Engage in assessment, de-escalation, and decision making as needed.
- Become proficient in, and support staff and volunteers in the use of electronic management systems including: Q-Flow System, Service Slip System and Homeless Management Information System (HMIS)
- Supervise data entry volunteers and review reports to ensure accurate data collection for all participants and services delivered
- Ensure assigned staff and volunteers are thoroughly trained on programs area safety, emergency, and risk management procedures
- Serve as the first responder or back-up to escalated participant situations (both observed and as signaled by alert buttons) using program services emergency response procedures and involve management response team quickly
- Work in close partnership with other managers in the program services building to ensure cross-over participant issues are effectively managed
- Assist in the training of first floor volunteers, working closely with the Program Manager, Intervention Services and the Volunteer Programs and Product team
- Schedule and support lobby volunteers, ensuring adequate coverage for the effective delivery of services
- In partnership with the Program Manager, Intervention Services, facilitate twice daily shift meetings with volunteers
- Maintain regular and consistent communication with program services and volunteer management staff and volunteers
- Contribute to the development of strategic goals and objectives through participation on the agency leadership team
- Develop goals and objectives to achieve successful program service outcomes in line with the strategic plan
- Participate in the annual budgeting process
- Consistently demonstrate a positive and supportive approach to the participants and the community we serve
- Attend and participate in agency events such as the annual meeting and seasonal prevention programs

KNOWLEDGE, SKILLS AND ABILITIES

- Master of Social Work or related degree
- Minimum of two years:
 - staff management experience
 - program management experience
 - experience working with individuals experiencing homelessness, poverty and/or other vulnerable populations
- One year of experience leading, managing and engaging volunteer teams
- Understanding of Trauma Informed Care required
- Mental Health First Aid certification required (training will be provided if needed)
- CPR/First Aid certification required (training will be provided if needed). Must be willing and able to perform CPR and First Aid as needed.
- Competency in boundary setting with participants and volunteers required
- Excellent organizational, crisis management, communication, and decision-making skills
- Must have ability to effectively engage in assessment, de-escalation, and authoritative decision-making as needed
- Effective 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; ability to take direction while participating in a team environment
- Must work independently, exercise initiative, and demonstrate flexibility in managing time
- Must be proficient with the information system and building management system used by the agency within 30 days (training will be provided)
- Excellent computer skills including Word, Excel, Google 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.

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