Program Manager – Project HOME

A Great Place to Work and Make A Difference! We are a rapidly growing, independent nonprofit agency in Philadelphia with a mission to empower persons to break the cycle of homelessness and poverty, to address structural causes of poverty, and to enable all of us to attain our fullest potential as individuals and as members of the broader society. In so doing, we run homeless outreach and residential programs and offer other supportive services for chronically homeless adults and families. We also are involved in a major neighborhood revitalization program in North Philadelphia, partnering with the community to provide affordable home ownership, education and health services. We have developed a comprehensive learning center located in lower North Philadelphia. The Honickman Learning Center & Comcast Technology Labs (HLC&CTL) is the centerpiece of our comprehensive revitalization strategy. The programs housed in the HLC&CTL focus on the integration of technology with arts, education and employment. The Center serves over 1,000 children and adults each year. Many of our programs have been recognized as national models. For example, in March 2004, Project HOME was honored with a STAR award from The National Law Center on Homelessness & Poverty for our constructive, creative, innovative, and replicable approaches to ending homelessness. Additionally, Project HOME was recently a recipient of the Ford Foundation's Leadership for a Changing World Award.

For permanent positions we offer competitive salary and a retirement savings plan, and outstanding benefits -- health insurance and paid time off, just to name a few.

DUTIES AND RESPONSIBILITIES:

The Program Manager is responsible for the creation of a caring, supportive environment that contributes to the emotional, physical, spiritual, and mental well-being of all residents. This includes the supervision of staff, maintaining an in-depth knowledge of residents, and administering the activities and operation of the program in a manner consistent with the mission of Project HOME.

Service Coordination

Acquire and maintain a comprehensive knowledge of the mental, physical, emotional, educational, social, medical, financial, and employment status of each resident.

- Coordinate the assessment, intake, and orientation of new residents
- Facilitate weekly team meetings including all Case Managers and/or Residential Service Coordinators to monitor changes in Resident’s status
- Meet formally and informally on a regular and consistent basis with all Residents
- Coordinate Resident discharges

Create an environment that combines the necessary structure, case management and/or service coordination support, counseling, interaction, freedom, and safety to facilitate Resident growth, individuality and connection to the Project H.O.M.E. and the external community.

- Read the notes and address issues as they arise with the appropriate person(s)
- Participate and oversee the development of meaningful activities for Residents.

Develop a deeper, more comprehensive understanding of the mental health issues that affect Residents.

- Seek out and participate in all relevant trainings and in-services.
- Communicate with Residents on a regular and consistent basis...
- Foster and model respect, empathy, and understanding of Residents.
Oversee service coordination and resource development.

Conduct treatment team meetings as needed, up to and including: PRS; TCM; Employment Services; Addiction Counselor; Program Analyst; family supports; psychiatrist; therapist.

**Administration**
1. Provide regular and consistent supervision and general oversight of all residential site staff to insure the most therapeutic program for Residents
2. Work with case managers and/or service coordinators to identify resident needs and establish pertinent goals and objectives in the areas of: recovery, health, education, employment and community integration
3. Assign caseloads
4. Oversee the data entry and updating of all resident information required in the Residential Database
5. Conduct and document weekly case review meetings with case management/service coordination team
6. Provide and document biweekly individual supervision with case managers and service coordinators
7. Track and document the service coordinator and case manager’s completion of Project H.O.M.E.’s mandatory trainings
8. Encourage participation in other pertinent trainings and seminars
9. Oversee the training, implementation and use of the best practices (Motivational Interviewing, Critical Time Intervention, Wellness Self-Management and Cognitive Remediation) Foster open lines of communication among staff
10. Complete annual and biannual performance evaluations
11. Schedule the on-call monthly calendar
12. Develop and maintain positive working relationships with service providers, the public, and volunteer groups
13. Serve as liaison with all agencies providing services to Residents
14. Develop and maintain computer-based case management system
15. Ensure that all Resident case information is up to date and accurate
16. Review and approve employee work time in database and track benefit time utilizing HR on-line for all supervisees
17. Train and orient all new staff members
18. Attend quarterly Project HOME staff meetings, monthly Program Manager meetings, and biweekly supervision meetings
19. Create yearly Program Goals utilizing the Strategic Plan
20. Work with Program Evaluation Department on HUD reports and other funder documents as needed.

**Finances/Procedures**
1. Track and appropriately document petty cash transactions
2. Ensure documentation of petty cash transaction follows the guidelines outlined in the petty cash policy
3. Collect and document Food Fees (if applicable) as outlined in the Residential Financial Transactions Policy
4. Resident’s Savings Account – document as per the Residential Financial Transaction Policy
5. Supervise the financial operations of your program
6. Develop annual budgets with the Director of Homeless Services and the Finance Department
7. Authorize purchase of goods and services within approved budget
8. Complete monthly SNAP Reports within the timeframe established by the Accounting Department.

**Property Management**
1. Work as a blended management team with the Property Manager
2. Schedule and attend weekly blended management meetings with the Property Manager
3. Keep current on rent arrears and ensure eviction process is fair/equitable for residents
4. Work with residents around compliance with rent payment. Advocate for Residents as deemed necessary
5. Work with Property Manager to ensure maintenance and repair needs of the program site are completed in a timely manner to ensure the health and safety of Residents, Staff, and volunteers and in order to pass all inspections
6. Work with Property Manager to ensure Resident compliance with unit/common space cleanliness/safety and compliance with safety and licensing regulators
7. Ensure the safety of Residents through the implementation and monitoring of safety procedures
8. Perform and document monthly fire drills
9. Organize, with the Property Manager, discussion with Residents about safety issues
10. Coordinate with team to ensure housing re-certifications are completed in a timely basis.

*Project H.O.M.E. reserves the right to revise or change job duties and responsibilities as needed. This job description is not meant to be an all-inclusive statement of the duties and responsibilities of the job, nor does it constitute a written or implied contract.

EDUCATIONAL REQUIREMENTS:

MSW, or related degree

EXPERIENCE REQUIREMENTS:

- Minimum of three (3) years’ experience working with recovering persons (mental illness, drug/alcohol, or dually diagnosed persons).
- Minimum of two (2) years’ supervising staff.
- Strong organizational, interpersonal, and supervisory skills.
- Flexible, energetic, ability to learn computerized case management system.
- Understands and affirms the mission of Project HOME.

PHYSICAL DEMANDS:

Good health, energy, and a positive mental attitude

WORKING HOURS:

- Monday through Friday – time varies to meet the needs of the program – 40 Hours per week. On call responsibilities required.

*Project H.O.M.E. is an Equal Opportunity Employer. We value and respect the diverse viewpoints and individual differences of all people. We believe that diversity fosters creativity, productivity and success. We are actively recruiting diverse candidates and encourage them to apply.

To apply, please visit our website, http://www.projecthome.org to complete an application.