



Homeless Prenatal Program (HPP)

Title: Program Manager/Residential Coordinator - Jelani House
Reports to: Jelani House Program Director

The Jelani House Residential Program is an emergency housing project funded through the City of San Francisco and managed by the Homeless Prenatal Program. Jelani House provides a safe, stable living environment for up to 17 homeless pregnant and postpartum individuals in San Francisco. With 30 years of experience serving this population, HPP provides case management, perinatal education and other support to help individuals have healthy pregnancies, transition into parenthood and permanently end homelessness.

The Program Manager/Residential Coordinator will be responsible for the overall operation of the Jelani House property, as well as the day-to-day implementation of policies, procedures and programs that ensure a well-managed, well-maintained building. This position will require compliance with all applicable laws and regulations; will maintain acceptable occupancy levels and develop a supportive environment for all tenants; and will manage 6-9 Residential Counselors. The position will also coordinate facility operations, interact with and oversee vendors and contract janitorial and maintenance providers. This is a full-time exempt-level position requiring weekday and weekend shifts and occasional evening hours, as well as on-call responsibilities typical for a residential program operating 24/7/365

Essential Duties and Responsibilities:

- Oversee daily residential operations of a transitional housing program for 17 pregnant and postpartum individuals and their babies; manage shift assignments, crisis intervention, emergency response, and property/facilities management. Respond appropriately to emergencies including notifying appropriate HPP managers, and contacting and interacting with police, fire and/or medical personnel as needed.

Supervision and Oversight:

- Effectively hire, schedule, train, supervise and evaluate residential counselors; and, in coordination with human resources, administer corrective action as needed.
- Ensures all supervisees are demonstrating HPP's Core Competencies. Evaluates performance through weekly supervision meetings and by conducting annual written performance evaluations. Ensures that quality standards and best practices are consistently met and focuses on skill development for staff. Engages in performance management as needed.
- In conjunction with the Program Director, provide weekend on-call supervision back-up. Provide shift coverage on an emergency basis. Coordinate shift coverage for absent staff as needed, and if unable to arrange alternate coverage, fill the shift personally.
- Regularly monitor client service data entry and reports in the HPP database and ensure that that required client documentation is accurately captured by staff in the data reporting system and in client files.
- Monitors staff calendars and dashboards weekly.
- Develops and implements performance standards to make sure that agency policies and practices are upheld.
- Ensures consistent application of HPP's intensive case management model.

Resident Support:

- Foster a safe and welcoming atmosphere and uphold program rules; interact with clients to share information, provide supplies and facilitate interventions to prevent potential crises from escalating; set and observe appropriate boundaries with clients and staff; safeguard confidentiality of client information.
- Responds directly to all concerns raised by participants in a timely and effective manner. Works closely with participants and site staff to ensure strong customer service and effective problem resolution.
- Prepares and delivers notices to participants as needed, including notice of repairs and other events impacting participants, house rule violations, and denial of services processes.
- Responsible for occupancy management, including updating and monitoring the city's One System and participation in resident interviews and the intake process.
- Participate in coordinating and/or facilitating regular Community Meetings with residents.

Facilities:

- Collaborates on maintaining high levels of occupancy for the building. Oversees the quick and effective preparation of units for occupancy, delegating tasks to, and supervising the work of, other property staff.
- Ensure that health and safety standards throughout the facility are maintained at all times; ensure adherence to the agency's health and safety guidelines within the program; ensure that access to the facility is limited to clients, staff, and authorized visitors and service providers; ensure compliance with HSH regulations.
- Monitor and coordinate facilities maintenance and repair, including room turnovers and utilities service calls, and janitorial work.
- Completes regular follow up inspections and ensures completion and quality of work. Ensures timely completion of work orders and turnover of vacant units. Oversees capital improvements and maintenance of property systems.

Program Management/ Administration;

- Monitors the effectiveness of the Jelani program and develops procedures to enhance services. Engages in quality improvement practices including data collection and analysis, and monitoring of program outcomes.
- Develop and regularly revise policies and procedures, program agreements, operations manuals, emergency procedures, etc. Ensure compliance with these policies and procedures.
- Complete required paperwork in a timely manner; maintain thorough, accurate, safe and organized records, files and correspondence, prepare financial statements and reports status of property, client demographics, occupancy rates, and dates of expiration of client length of stay.
- Ensure compliance with the City's Transitional Shelter Grievance Process, including issuing warnings and denials of services, facilitating internal hearings, and representing the program at arbitrations.
- Oversees site budget and cost containment. Troubleshoots unanticipated expenditures with the Program Director. Prioritizes site enhancements with a focus on improving the tenant experience of the property. Participates in annual property budget development and ongoing budget monitoring and revisions as part of the Jelani Leadership Team.
- Assists in the development of program budgets, program goals and objectives to deliver quality services to clients. Tracks program spending.
- Participates in contract monitoring activities and ensures contract reports are completed in a timely manner.
- Attends participant agency meetings and presents program reports as required.

Core Competencies:

All HPP Staff are expected to meet the expectations of our Core Competencies:

Accountability and Reliability: Shows honesty, integrity, responsibility, initiative, and is mindful of impact on team/organization.

Collaboration: Participate in agency wide/cross team efforts, share knowledge and skills, values cohesion and integrity of the team.

Communication: Respectful, effective, proactive and willing to engage in hard conversations

Continuous Learning: Seeks out new challenges, applies new skills, shows growth.

Professional Conduct: Clear boundaries, refrains from gossip/splitting, follows agency standards per Handbook and Policies & Procedures.

Qualifications:

- BA/AA in social welfare, counseling, or related fields strongly preferred. Two additional years of experience accepted in lieu of degree. MSW welcomed.
- At least one year of experience supervising paid staff. One year experience as a shelter manager or low-income housing property manager highly preferred.
- Demonstrated understanding of social and interpersonal dynamics of poverty, and prior experience working with individuals or families experiencing homelessness. Experience working with child protective services, substance abuse, mental health, domestic violence, and HIV/AIDS related issues preferred.
- Highly organized and able to work independently and as a member of a team; able to manage multiple projects with demanding deadlines, and able to maintain a quality workplace in a diverse, fast-paced environment.
- Able to assess and respond to emergency situations and obtain appropriate medical/social services.
- Prior experience managing budgets and meeting objectives of public contracts preferred.
- Demonstrated ability to exercise sound judgment and appropriate authority; able to uphold program and personnel policies and procedures and to support staff in doing so
- Knowledge of community resources in the San Francisco Bay Area preferred.
- Excellent written, verbal, interpersonal and meeting facilitation skills.
- Demonstrated proficiency in computer skills and internet savvy; experienced and confident using MS Office.
- Able to make regular entries into and oversee a CRM client database.
- Understanding of, and commitment to, social justice, and HPP's mission and organizational values.
- Proficiency speaking, reading and writing Spanish welcomed.
- Valid CADL, clean driving record and willing to participate in DMV pull notice program; able and willing to travel locally as needed.
- CPR and First Aid certification required within the first 6 months of hire.
- Position subject to background check, fingerprinting, and routine TB testing post offer.
- HPP recognizes the value of having a staff that brings a wide range of perspectives to this work based on language, ethnicity, race, gender, socio-economic background, political beliefs, sexual orientation, and disability. We are committed to maintaining a diverse, multicultural working environment and particularly encourage applications from candidates with lived experience in the communities we seek to serve.

Physical Requirements: This position requires the ability to work under stress and handle multiple project deadlines. This position requires an annual tuberculosis test and may require moderate lifting.

Work Environment: Fast-paced, multicultural, collaborative work environment

Hours: Full time - 40 hours/week

Directly Supervises: Case Managers, Nutritional Specialist/Health Educator

Salary: DOE + excellent benefit package

FLSA Status: Exempt

Please reply with **Program Manager/Residential Coordinator - Jelani House** in the subject line to jobs@homelessprenatal.org. Applications must have the job title in the description to be accepted. Please include a resume and cover letter.

The Homeless Prenatal Program is an Equal Opportunity Employer and provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.

About HPP:

The Homeless Prenatal Program (HPP) believes every family wants to deliver healthy babies and raise healthy children in a stable and nurturing home. Seizing the motivational opportunity created by pregnancy and parenthood, HPP partners with families to help them recognize their strengths and trust in their own capacity to transform their lives. At the heart of our program is non-judgmental, supportive case management provided by Case Managers, the majority of whom were once HPP clients themselves or come from the community we serve. As the first agency in San Francisco to hire and promote former clients as employees, HPP is unique in that the community it serves has – from the organization’s inception in 1989 – guided its growth and evolution. HPP serves over 3,500 clients per year through supportive, holistic programs including: Prenatal Classes and Support Group, Mental Health Services, Childcare Center, Housing Assistance, Emergency Services and Case Management.

