



Title: Program Manager - Supportive Housing

Reports to: Director of Housing

Summary of Job: The Program Manager - Supportive Housing is responsible for the overall daily operations, supervision, development, and implementation of Supportive Housing Programs, including Bringing Families Home, SHARE and Housing Plus, at the Homeless Prenatal Program (HPP). The focus of Supportive Housing Programs is securing and maintaining permanent housing for families that are homeless and typically have additional risk factors such as child welfare involvement, immigration, and/or mental health issues. The Program Manager's responsibilities include communicating and collaborating with San Francisco City and State agencies and directly supervising an intensive case management program.

Essential Duties and Responsibilities:

Supervision and Oversight

- Supervises supportive housing case managers by providing case management expertise and feedback as well as establishing goals and assessing skill development needs for team members
- Supervises Assistant Program Manager, Client Care Coordinator, 7 Case Managers, 2 Housing Specialists, and 1 full time intern.
- Facilitates collaboration with the housing services team, Housing Program Manager and Housing Associates, to ensure housing stability for program participants.
- Ensures appropriate clinical/mental health support for program participants, in conjunction with HPP's mental health team.
- Maintains ongoing collaboration with the child welfare department, treatment providers, and other partner organizations to ensure excellent client care.
- Oversees assessments, goal planning, and referrals for program participants.
- Ensures all supervisees are demonstrating HPP's Core Competencies. Evaluates performance through weekly supervision meetings, case review, and by conducting annual written performance evaluations. Engages in performance management as needed.
- Responsible for the on-going professional growth of team members, including identifying competency shortfalls and strengths, determining training needs, arranging appropriate training, and developing supportive tools for staff.
- Ensures that all Case Managers are trained and capable of addressing issues of housing, pregnancy, domestic violence, mental health, child welfare and substance abuse.
- Ensures that supportive housing case managers are aware of all contract objectives and outcomes as well as HPP initiatives and procedures and that they are aligning their work to support achievement of program goals.
- Conducts weekly team meetings, including administrative meetings, case conference, and daily huddles as needed.

Program Management and Administration

- Monitors the effectiveness of the Supportive Housing Programs and develops procedures to enhance services. Engages in quality improvement practices including data collection and analysis, and monitoring of program outcomes.
- Monitors 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.
- Ensures program policies and procedures are well documented, maintained, and adhered to.
- Develops and implements performance standards to make sure that agency policies and practices are upheld.

- Works closely with Program Managers to ensure collaboration and communication between Case Managers regarding shared clients and referral procedures.
- Ensures consistent application of HPP's intensive case management model, including appropriate caseload management.
- Attends participant agency meetings and conferences and presents program reports as required.
- Assists in the development of program budgets, program goals and objectives to deliver quality services to clients.
- Tracks program spending.
- Ensures contract reports are completed in a timely manner.
- Participates in contract monitoring activities.
- Attends weekly Management Team meeting to address program and client service issues
- Promotes HPP in the community through presentations and active participation at community meetings.
- Oversees the development and maintenance of relationships with other providers that support the agency's mission and programs.
- Other duties 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: Participates in agency wide/cross team efforts, shares knowledge and skills, values cohesion and integrity of 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:

Education and Experience

In-depth clinical experience (could include master's degree in Psychology, Social Work, or related field OR at least 5 years' experience serving clients with high degree of mental health needs) and at least 2 years of full-time management experience in a supportive housing setting required. Other relevant skills required for this position include:

Supervision

- Requires at least 2 years of successful management and supervisory experience.
- Requires at least 4 years case management or related experience, ideally in a supportive housing setting.
- Ability to plan, prioritize and direct the work of others.
- Ability to hire, train, supervise, and evaluate personnel.
- Ability to establish and maintain effective work relationships among staff so they buy-in to organizational values, communicate needs, give feedback constructively and engage in professional growth.

Program Planning and Evaluation

- Knowledge and direct experience managing housing and/or case management programs.
- Knowledge and experience in Substance Use, Child Welfare, Domestic Violence and Immigration issues.
- Demonstrated ability to understand and utilize evaluation tools used to monitor program efficacy and impact.

Other Skills/Abilities

- Excellent organizational skills and able to manage several projects/tasks at the same time.
- Excellent communication and writing skills.
- Experience with and/or understanding of crisis intervention and vicarious trauma.
- Good public speaking skills for program presentations to funders, providers and community groups.
- Understanding of, and commitment to, social justice, and HPP's mission and organizational values.
- Ability to maintain a high level of consciousness and sensitivity to homeless individuals and families, including individuals who are alcohol and substance use disorders, those living with HIV/AIDS or afflicted by domestic violence.
- Ability to work in a crisis-oriented environment.
- Ability to work flexible hours.
- Second language strongly encouraged, Spanish preferred.
- 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.

Computer Skills

- Intermediate to advanced knowledge of Microsoft Word, Excel and PowerPoint and/or Google Docs and Google Sheets.
- Knowledge of Salesforce databases preferred.

Physical Requirements: This position requires the ability to work flexible hours and under stress. Individual should be available via cell phone at all times. Requires annual tuberculosis screening.

Work Environment: Fast paced work environment with multiple demands presented at all times. Environment can become stressful due to client and staffing demands.

Salary: DOE + Excellent Benefits

To Apply: Please reply with Program Manager - Supportive Housing in the subject line to jobs@homelessprenatal.org. Applications must have the job title in the description to be accepted. Application should include a resume or CV and cover letter expressing interest and relevant experience.

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 Family 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.

