

HUD/DHS PROGRAM MANAGER

JOB TITLE	HUD/DHS Program Manager
REPORTS TO (title)	Supportive Housing & YFS Director
DEPARTMENT NAME	Supportive Housing

1. PRIMARY PURPOSE -

This role manages a team of staff from multiple programs and funding sources that help clients access permanent housing and gain stability in their lives regardless of their current situation. The Programs Manager ensures that Rapid Rehousing Programs and Permanent Supportive Housing Programs funded by HUD, Lane County, and ODHS are executed effectively and within the parameter of the grant terms.

2. ESSENTIAL DUTIES AND RESPONSIBILITIES -

- Supervises, coaches, and provides guidance to assigned staff. Sets a tone of inclusion, non-discrimination, and respect for all. Assigns work, monitors work performed, evaluates performance levels and completes performance evaluations. Works closely with supervisor to ensure the entire team is effectively meeting the needs of supported individuals.
- Assist staff in reducing client barriers to acquiring housing or maintaining stability, acquiring necessary benefits, job searches, healthy parenting and more.
- Ensures that all staff are trained appropriately and that all necessary training is completed as required. Educates staff on best practices for case management.
- Works closely with case managers to create a service plan that meets the client's needs and self-identified goals.
- Collaborate and connect with other service providers, provide cross training and create effective communication pathways.
- Track, report and submit timely records. Maintains records in such a way to ensure confidentiality.
- Attend required meetings and training.

3. OTHER DUTIES AND RESPONSIBILITIES -

- Maintain adherence to Company policies, safety/ergonomic standards and good housekeeping practices.
- Perform other duties and responsibilities as required.

4. MINIMUM QUALIFICATIONS AND EXPERIENCE -

- Associate or bachelor's degree plus a minimum of five years' experience supervising volunteers or staff that working with people of low-income; or equivalent experience.
- Experience requirements can be substituted for lived experience of homelessness, involvement in the DHS child welfare system, and other lived experience that pertains to the position as long as all other qualifications can also be met. Former clients of any

SVDP program must be at least 2 years post exit from a SVDP program, and at least 1 year post exit from an outside agency program.

- An understanding of how trauma, systems, systemic oppression, race, ethnicity, gender, and sexuality impact people experiencing homelessness and poverty.
- Knowledge of the mental, emotional, and physical impacts of trauma.
- Experience in managing a team of staff serving vulnerable clients.
- Experience maintaining client confidentiality and a professional code of ethics.
- Active listening skills and ability to acquire information in healthy ways and help problem solve sensitive issues non-judgmentally.
- Computer proficiency and ability to use smartphone, email, Microsoft Office Suite, and other programs necessary.
- Knowledge of federal/state/ local Fair Housing laws and policies.
- Demonstrated experience in motivating others and coaching teams.
- Knowledge of the local social services system or system navigation.
- Skills to create and maintain healthy professional boundaries.
- Strong verbal, written, and interpersonal communication skills.
- Ability to understand complex written and oral instructions/rules/procedures.
- Ability to articulate program guidelines and requirements to those with a variety of abilities and backgrounds.
- Knowledge of the daily realities and stressors facing unhoused people.

5. **PHYSICAL DEMAND -**

A. The physical effort typically applied in this job includes:

<input checked="" type="checkbox"/>	Lifting	<input type="checkbox"/>	Pulling	<input checked="" type="checkbox"/>	Reaching
<input type="checkbox"/>	Carrying	<input type="checkbox"/>	Pushing	<input type="checkbox"/>	Shoveling
<input type="checkbox"/>	Other (specify)			<input checked="" type="checkbox"/>	Keying/typing

B. Check the box that best reflects the amount of effort typically applied and the frequency of application:

Amount of Effort Applied	% of Time Effort is Applied			
	Less than 15%	15% to 40%	40% to 70%	More than 70%
Less than 1lb.				<input checked="" type="checkbox"/>
Between 1 & 5 lbs.				<input checked="" type="checkbox"/>
Between 5 & 25 lbs.			<input checked="" type="checkbox"/>	
Between 25 & 60 lbs.		<input checked="" type="checkbox"/>		
More than 60 lbs.	<input checked="" type="checkbox"/>			

C. The effort reflected in the above chart is typically applied in the following work positions:

<input checked="" type="checkbox"/> Sitting	<input checked="" type="checkbox"/> Standing	<input checked="" type="checkbox"/> Walking
<input type="checkbox"/> Stooping	<input type="checkbox"/> Bending	<input type="checkbox"/> Confined
<input type="checkbox"/> Other (specify)		

6. **MENTAL OR VISUAL DEMAND -**

<input type="checkbox"/>	Occasional mental and/or visual attention; the operation performed is either close to being automatic or the duties require attention only at long intervals.
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<input type="checkbox"/>	Frequent mental and/or visual attention; the flow of work is either intermittent or the operation involves waiting for a machine or process to complete a cycle with intermittent checking or inspection involved.
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<input type="checkbox"/>	Continuous mental and/or visual attention; the work is either repetitive or diversified requiring constant alertness to monitor the production process and/or identify defects.
<input type="checkbox"/>	Concentrated mental and/or visual attention; the work involves performing complex tasks to very close accuracy and quality specifications; or a high degree of hand and eye coordination for sustained periods.
<input checked="" type="checkbox"/>	Intense and/or exacting mental and/or visual attention; the work involves visualizing, planning, laying out, or otherwise performing very involved and complex work.

7. WORKING CONDITIONS -

A. Identify the kinds of disagreeable elements incumbent would typically be exposed to in the work area:

<input checked="" type="checkbox"/> Dust	<input checked="" type="checkbox"/> Dirt	<input checked="" type="checkbox"/> Heat	<input checked="" type="checkbox"/> Cold
<input type="checkbox"/> Fumes	<input checked="" type="checkbox"/> Noise	<input type="checkbox"/> Vibration	<input type="checkbox"/> Water
<input type="checkbox"/> Other (specify)			

B. Check the statement below that best describes the physical surroundings or conditions under which the job is typically performed and the extent of exposure to the disagreeable elements noted above:

<input type="checkbox"/>	The job is typically performed under very comfortable working conditions; any disagreeable elements are generally absent during normal performance of job.
<input checked="" type="checkbox"/>	Work is typically performed under reasonably good working conditions; while exposure to any or all of the above elements may occur, such exposure is generally not present to the extent of being disagreeable.
<input type="checkbox"/>	The job is often performed under somewhat disagreeable working conditions; exposure to any or all of the above elements is likely, with at least one present to the extent of being disagreeable.
<input type="checkbox"/>	The job is continuously performed under disagreeable working conditions; exposure to any or all of the above elements is probable, with several being present to the extent of being objectionable.
<input type="checkbox"/>	Work is continuously performed under extremely disagreeable working conditions; exposure to many objectionable elements is both continuous and intensive.

8. ATTENDANCE - Compliance with general company standards is acceptable.

9. SAFETY - Compliance with general company standards is acceptable.

10. FLSA STATUS - Salaried Exempt