

Job Title: Associate Program Manager

Employee Status: Temporary, Full time, Nonexempt

Department: Safer Ground

Reports to: Safer Ground Program Manager

Company Overview

Celebrating its 50th anniversary in 2020, Berkeley Food and Housing Project (BFHP) has a clearly stated mission: *to ease and end the crisis of homelessness in our communities*. Every program in each region; Alameda County, Contra Costa County, Solano County, Sacramento County, San Joaquin County and Amador County, supports this mission and everyone who works for or on behalf of BFHP understands and is dedicated to this mission and purpose. With programs ranging from free meal service to permanent supportive housing, BFHP provides a continuum of care to accommodate a broad spectrum of specialized needs. The Agency's mission is responsive to the constituency and communities served by it and of value to the society.

Position Summary

Under the supervision of the Safer Ground Program Manager, this position will provide supervision to Housing Navigators and Resident Advocates working at the Safer Ground Berkeley Motels providing services and placement support to homeless individuals age 65+ and/or who have pre-existing medical conditions that put them at risk if exposed to the COVID virus. The Associate Program Manager ensures quality Housing Navigation services and smooth operations as facilitated by the Resident Advocates.

Supervisory & Service Delivery Responsibilities

- Manage 3.0 FTE Housing Navigators serving up to 69 clients living at two Berkeley motels providing client intakes, initial assessments, housing searches and development of housing case plans.
- Manage 11.0 FTE Resident Advocates working three shifts, 7 days a week.
- Provide on-call phone consultation when not on-site, in partnership with the Safer Ground Program Manager.
- Coordinate daily Medical Assessments, support and problem-solving to clients.
- Manage client flow and assistance with intensive housing and vocational resources, benefits enrollment and support to increase income to clients in the program.
- Ensure accurate client enrollment data, quality client charts and electronic (HMIS) case files to record all documentation.
- Assign staff duties and set work plan priorities and goals.
- In collaboration with the Safer Ground Program Manager and the Director of Programs, hire, train, supervise, and evaluate Housing Navigation and Resident Advocate staff.

- Create and approve staff schedules.
- Monitor and approve a team of employee's time sheets.
- Facilitate staff meetings and case conference meetings in collaboration with the Program Manager.
- Attend the bi-monthly By Name List meetings.
- Ensure consistency in philosophical and practical approaches to services.
- Assist the Housing Navigation team in monitoring the local housing rental markets by keeping abreast of market rental rates, supply and demands of housing and other related conditions.
- Develop partnerships with property managers and landlords throughout Alameda County and maintain a database of landlords and available properties.
- Develop and maintain relationships with all local Housing Authorities in Alameda County.
- Provide information about affordable housing options, housing subsidy programs (including the S+C and Section 8 lottery) to participants.
- Assist participants with review of lease agreements and move-ins.
- Provide leadership to staff in emergency situations.

Administrative Responsibilities

- Maintain accurate records and prepare monthly statistical and narrative reports in collaboration with the Safer Ground Program Manager.
- Work with the Program Manager to generate, analyze and organize reports to present to funders on a monthly basis.
- Attend and participate in all assigned program and external meetings.
- Complete the Privacy and Security training and all other assigned staff trainings.
- Maintain confidentiality regarding clients, personnel and other internal agency affairs.

Organizational Responsibilities

- Work within the framework of the BFHP's Code of Conduct.
- Be responsible to other staff, clients, BFHP and its stakeholders, both for your actions and your decisions not to act.
- Conduct business in accordance with the Team Handbook, exercising sound judgment and serving the best interests of BFHP and the community.
- Commit yourself to treating each community member with respect and dignity.
- Perform other tasks as assigned by supervisor.

Qualifications, Skills and Abilities

- Bachelor's Degree in Social Services or related field preferred.
- Commitment to serving homeless individuals. Prior 3 years' experience providing case management services to homeless and low income individuals and individuals with mental health or substance abuse issues.
- General knowledge of local community resources.
- Proficiency with PC Computer systems and Microsoft Office (work, excel).

- Ability to interact in a supportive and professional manner with staff and clients of diverse cultural and economic backgrounds.
- Good written and oral communication skills.
- Good conflict resolution skills.
- Ability to meet deadlines and complete multiple tasks in a timely manner.
- Capacity to work independently and as part of a team.
- Ability to maintain professional conduct, attitude and appearance at all times.

Special Requirements

Must have a valid driver's license and clean DMV record. Must be able to obtain background check clearance. Must obtain and maintain First Aid and CPR certification.

Physical Requirements

While performing the duties of this job, the employee is regularly required to use hands and fingers to handle, feel, or operate objects, tools or controls, and reach with hands and arms. Frequently required to stand, walk, sit, climb stairs, talk, hear, and see clearly. May be occasionally required to stoop, kneel, or crouch. Must be able to lift or move up to 50 lbs.

I have received a copy of my job description and understand all of my responsibilities.

Staff Signature

Date