



**Job Title:** Assistant Program Manager      **Job Classification:** Regular, Full Time, Exempt  
**Department:** Roads Home      **Reports to:** Program Manager

### Company Overview

Celebrating its 50<sup>th</sup> 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.

### Program Description

The Roads Home Program is a Supportive Services for Veterans Families program designed to serve low-income, primarily homeless Veterans and Veteran families. The program assists Veterans in exiting homelessness to permanent housing and in maintaining a permanent housing placement. Services provided by BFHP include street and venue-based outreach, case management, permanent housing placement, and assistance in obtaining VA and other benefits.

### Position Summary

In collaboration with Program Manager (PM), the Assistant Program Manager (APM) will assist with providing oversight of the SSVF program and team members. The APM will act as lead on all CARF related trainings and requirements for the program site. The APM will provide direct supervision to the Outreach team and all SSVF pilot projects. In collaboration with the PM, the APM will be responsible for all client file reviews and ongoing training of staff in addition to ensuring staff are in compliance with all aspects of the SSVF program requirements.

### Essential Duties and Responsibilities

- Assist the PM in managing the day-to-day operations of the SSVF program.
- Ensure all trainings are completed as required by CARF and the Department of Veteran's Affairs.
- Ensure that clients receive appropriate services as required by our SSVF contracts.
- Monitor and track data entry into HMIS to ensure accurate reporting.
- Attend meetings and trainings facilitated by community partners and stakeholders as requested by PM.
- Review and audit client files monthly and prior to all program audits.
- Assist with tracking statistical information in conjunction with the administrative offices.
- Assist with preparation of program statistical reports to comply with government and foundation contracts.

- In partnership with the PM, meet with clients to help resolve grievances.
- Collaborate with the Continuum of Care and the other VA providers to ensure services are delivered efficiently.
- Actively participate in the Veteran By Name List efforts in collaboration with the COC and other VA providers.
- Assist the PM to hire, train and evaluate all BFHP SSVF program staff.
- Provide supervision to all staff when PM is out of office.
- In partnership with the PM, create and approve staff schedules.
- Monitor and approve time sheets for all direct reports.
- Provide direct supervision to the outreach team, and pilot project case managers (HUD-VASH, RHI, etc.).
- Co-facilitate weekly program staff meetings.
- Complete the Privacy and Security training and all other assigned staff trainings.
- Maintain confidentiality regarding clients, personnel and other internal agency affairs.
- Drive agency and/or personal vehicle for agency business purposes and to various program sites.
- Attend and participate in all assigned program and external meetings.
- Ensure that all staff 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**

- Bachelor's degree in Social services or related field.
- Commitment to serving homeless individuals. At least 3 years' experience providing services to Veterans with very low income, homeless individuals and individuals with mental health or substance abuse issues. At least one year experience providing supervision to staff.
- Prior experience in multi-site program management strongly preferred.
- Proficiency on PC computer systems and Microsoft Office and ability to perform word processing, data entry, and other tasks at a computer workstation.
- Experience using the Homeless Management Information System (HMIS) database.
- Must possess excellent organizational skills, initiative and follow through, and be detailed oriented.
- Strong community networking skills and ability to build resources and relationships that improve continuity of care.
- Knowledge of the VA Health Care system, preferred.
- Veteran status preferred, but not required.
- Ability to interact in a supportive and professional manner with staff and clients of diverse cultural and economic backgrounds.



- Excellent written and oral communication skills.
- Good listening and 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, reliable personal vehicle 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.***

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Staff Signature

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Date