

Job Title: Assistant Program Manager

Classification: Regular, Full Time

Department: Roads Home

Reports to: Program Manager

Company Overview

For more than 50 years, Berkeley Food & Housing Project (BFHP) has provided a comprehensive range of housing, food, and support services to help those in need move from homelessness into a safe and affordable home of their own. We serve in six counties in the bay area - Alameda County, Contra Costa County, Solano County, Sacramento County, San Joaquin County and Amador County. We are proud of our team members who are very dedicated in our mission *to ease and end the crisis of homelessness in our communities.*

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.
- Perform other tasks as assigned by supervisor.

Qualifications, Skills, and Abilities

- 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 be able to lift or move up to 50 lbs.



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We are extremely proud of our diverse team and welcome all qualified applicants regardless of 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.

Job Type: Full-time

Pay: \$60,000.00 - \$63,000.00 per year

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

Staff Signature

Date