

**Job Title:** Program Manager

**Classification:** Regular, Full Time

**Department:** Roads Home

**Reports to:** Director of Programs

### **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 Overview**

The Roads Home program is designed to serve very 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, employment services and assistance in obtaining VA and other benefits.

### **Position Summary**

In collaboration with the Associate Director of SSVF, the Program Manager will be responsible for the supervision of the SSVF staff members covering Sacramento, Amador and San Joaquin counties. The Program Manager will be responsible for the day to day operations of the Roads Home programs in Sacramento, Amador and San Joaquin counties. The Program Manager will also be responsible for ongoing training of staff, ensuring staff comply with all aspects of the Roads Home program requirements, and tracking spending within the program.

### **Essential Duties and Responsibilities**

- Manage the day-to-day operations of the Sacramento, Amador and San Joaquin county Roads Home programs.
- Review and approve all SSVF intake files for program eligibility.
- Ensure that clients receive appropriate services as required by our SSVF contracts.
- Review and approve all financial assistance requests for BFHP financial office
- Participate in all VA calls as requested by Associate Director of SSVF and the Associate Director of Programs
- Maintain files and statistical information in conjunction with the administrative offices
- Maintain files and statistical information, and assist with preparation of program statistical reports to comply with government and foundation contracts
- Ensure the VA monthly repository upload is accurate and submitted on time.
- Collaborate with the Continuum of Care (CoC) and the other VA providers in Sacramento, Amador and San Joaquin Counties to ensure services are delivered efficiently.
- Actively participate in the Veteran By Name List efforts in collaboration with the CoC and other VA providers in Sacramento, Amador and San Joaquin Counties.

- Co-lead the Veteran Leadership Team meetings in Sacramento, San Joaquin and Amador County in collaboration with other SSVF providers in the region.
- Ensure participation in the Operation Vets Home Collaborative in Alameda County
- In collaboration with the Associate Director of SSVF and the Associate Director of Programs, hire, train and evaluate all the Sacramento, Amador and San Joaquin county Roads Home staff.
- Create and approve staff schedules
- Monitor and approve staff time sheets
- Provide supervision to the BFHP Sacramento, Amador and San Joaquin county SSVF staff and the.
- Facilitate weekly program staff meetings and attend all staff meetings and staff trainings, as required
- Facilitate teleconferences with staff members from satellite offices as required with the use of Microsoft Teams, as needed.
- Meet with clients to resolve grievances
- Work with the Associate Director of SSVF to plan and facilitate the quarterly all Roads Home Team Meetings.
- Perform other tasks as required

#### **Qualifications, Skills and Abilities**

- Bachelor's degree in Social Welfare, or a related field, Master's preferred, or at least 5 years of comparable experience
- Minimum two years of experience in multi-site program management and staff supervision
- Experience using the Homeless Management Information System (HMIS) database
- Experience in Veterans programming preferred, especially as it relates to the provision of housing and housing stabilization services to homeless veterans and extremely low-income households
- Experience with homeless and low income individuals and individuals with mental health or substance abuse issues.
- General knowledge of local community resources.
- Proficiency in Microsoft Office, email, internet, and calendaring applications.
- Excellent verbal and written communication skills.
- Good conflict resolution skills.
- Excellent interpersonal skills with a *can do* and flexible attitude.
- Ability to work with minimal supervision, multitask, maintain confidentiality, and meet deadlines.
- 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.

We are extremely proud of our diverse team and welcome all qualified applicants regardless of race, color, religion, age, sex, language, 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.



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Job Type: Full-time

Pay: \$68,000.00 - \$72,000.00 per year

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

Staff Signature \_\_\_\_\_

Date \_\_\_\_\_