

Job Title: Senior Program Manager

Classification: Regular, Full Time

Department: Roads Home

Reports to: Associate Director

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 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 executive management team of BFHP, the Senior Program Manager (SPM) will oversee and implement the Roads Home Programs across Alameda, Contra Costa, Solano, Sacramento, San Joaquin, and Amador Counties. The primary focus of the day to day work will be overseeing program implementation and program outcomes at each Roads Home SSVF site and staff development including hiring, training and evaluating staff. In collaboration of the Associate Director of Programs, the SPM will build and maintain collaborations and strengthen partnerships with other service providers ensuring each program site plays an active role in local Veterans' Case Conferencing and in the County Coordinated Entry Systems. The SPM will provide support and direct supervision to the SSVF Program Managers in each County. The SPM will also provide oversight and support to Roads Home Employment Services Manager. In partnership with the ADP, the SPM will be responsible for all Roads Home client service provisions, data collection and reporting, fiscal oversight, and community collaborations.

Essential Duties and Responsibilities

- Oversight of the Roads Home budget, including but not limited to the SSVF and DOL grants.
- Manage the timing and percentage apportionment of TFA for the entire Roads Home program
- Review and ensure all program documentation is in compliance with grant requirements.
- Ensure clients receive appropriate services as required by the SSVF and DOL contracts, through quarterly client file reviews.
- In partnership with BFHP Leadership and the Operations Manager, ensure CARF Accreditation compliance and goals are met.

- Responsible for completion of all VA and DOL reporting.
- Approve all financial assistance requests submitted to BFHP finance office, as needed
- Assist with the annual SSVF and DOL renewal process and financial audit process
- Participate in all VA monthly calls and collaborative meetings.
- Work closely with BFHP Leadership and Roads Home Program Managers to ensure monthly spending is aligned with budget requirements and program goals.
- Build and maintain collaborative relationships across all six Continuum of Care (CoC) regions where the Roads Home program operates.
- Lead and continue to develop the By Name List effort in Sacramento, Amador, Solano, Alameda and San Joaquin Counties.
- Facilitate and lead the Operation Vets Home collaborative in Alameda County, as needed.
- Represent and speak at community engagements across all six counties on behalf of the Roads Home program.
- Serve as the liaison between Roads Home and all Coordinated Entry System's where the Roads Home program operates and ensure that the Roads Home Program ties in with the various Coordinated Entry Systems.
- Ensure that the Roads Home program aligns with the Built for Zero efforts in Sacramento and Contra Costa Counties.
- Serve as the Built for Zero Community lead in Sacramento County.
- Lead Veteran Leadership meetings in multiple CoC's, as needed.
- Attend all CoC advisory Board meetings in Sacramento and Amador Counties, as well as the Bay Area Counties when needed.
- Attend all SSVF and/or County wide veteran collaborative meetings.
- Participate in community planning and CES planning
- Coordinate with the VA health care system and HUD/VASH program
- Act as primary program liaison with other outside community partners as needed.
- Direct supervision of the Roads Home Program Managers who oversees the day-to-day operations of the SSVF and HVRP programs.
- In collaboration with the Roads Home Program Managers and Assistant Program Managers, hire, train, and evaluate all Roads Home program staff.
- Create and approve staff schedules including time off requests for Roads Home Program Managers
- Monitor and approve time sheets for Roads Home Program Managers.

- Provide bi-weekly supervision to the Roads Home Program Managers.
- With Roads Home Team, identify training needs for the program
- Research available training opportunities for staff, both internal and external to the agency
- In Collaboration with the Operations Manager and ADP, coordinate and centralize new hire onboarding and ongoing staff training
- In Partnership with the Operations Manager and ADP, lead and organize the quarterly Roads Home all Team meetings

Qualifications, Skills and Abilities

- Bachelor's degree in Social Welfare, or a related field, Master's degree, strongly preferred
- A minimum of five years' experience working in a program serving persons experiencing homelessness, mental health, or behavioral health.
- Experience and knowledge of VA grants, specifically the SSVF and HVRP grants.
- Minimum three years' experience in multi-site program management and staff supervision
- 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
- Ability to interact in a supportive and professional manner with staff and clients of diverse cultural and economic backgrounds
- Must possess excellent organizational skills, initiative and follow-through, and be detailed oriented
- Ability to set priorities, meet deadlines and work in an orderly manner in a busy environment
- Excellent written and oral communication skills
- Ability to maintain professional conduct, attitude and appearance at all times
- Veterans given preference in all Roads Home hiring
- You are a problem solver: You are highly organized and manage complex processes confidently and efficiently. You can identify issues, effectively structure problems, analyze data to produce insights and generate wise, actionable recommendations.
- You have strong interpersonal skills and an intuitive sense of how to build and maintain productive, personable relationships with clients and your team members. You are equally comfortable speaking one-on-one or to a large group.
- You have clean DMV record, a valid driver's license, and can pass a background clearance.
- You have personal qualities of integrity, credibility, and a commitment to and passion for BFHP's mission.
- You have a sense of humor!



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· You are resourceful with a *can do attitude!*

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