



JOB DESCRIPTION

NOTICE: This job description is provided as a general summary of common job duties performed by individuals assigned this job title. It is not all-inclusive, nor is it intended to create a contract, written or implied, between employees and Building Opportunities for Self Sufficiency, nor does it in any way alter the employment-at-will relationship that exists between employees and Building Opportunities for Self Sufficiency. As a condition of employment, all agency employees are expected to perform job duties assigned by agency management even when such duties are not included in their job description.

JOB TITLE: Program Manager

REPORTS TO: Associate Director of Housing

EMPLOYMENT STATUS: Exempt

TIME COMMITMENT: Full-time (40hr/week)

BARGAINING UNIT: N/A

STARTING SALARY: \$70,000

ORGANIZATION

The mission of BOSS is to help homeless, poor, and disabled people achieve health and self-sufficiency, and to fight against the root causes of poverty and homelessness. The organization was founded in 1971 by a group of volunteers from the Hillel Streetwork Project in Berkeley who responded to the needs of mentally ill individuals being released to the streets by state hospital closures. Today, BOSS develops solutions to mass homelessness, mass incarceration and community violence and is dedicated to the inclusion of people marginalized by addiction, trauma, criminality, incarceration, poverty, racism, sexism, homelessness and violence with an intentional focus on four areas of service with Housing Security, Criminal Justice Reentry, Neighborhood Safety, and Social Justice Programs and services. BOSS works one-on-one with each family and each individual to help them achieve stable income, permanent affordable housing, and lasting wellness.

POSITION DESCRIPTION

The *Program Manager* is responsible for providing oversight of services. The *Program Manager* works collaboratively with the Associate Director of Housing in the supervision of staff, participants, and programmatic activities at the Ursula Sherman Village, a shelter and transitional housing for up to 98 families/individuals per night. The *Program Manager* is responsible for administrative tasks as assigned by the Associate Director of Housing and may at times be required to provide case management services to program participants.

Essential Functions (Duties and Responsibilities):

- Supervise performance of assigned facility staff, including on-call personnel; ensure adequate performance (shadow shifts, training, support)
- Coordinates staff schedules and programmatic activity schedules
- Share responsibility for 24-hour operational oversight and coverage

- Share management of 20 operational systems (examples: medication, bed bug mitigation, sanitation, deep cleaning, personal belongings)
- Conduct staff meeting and trains staff, monthly supervision with staff
- Works collaboratively with the team to complete routine administrative tasks
- Work with staff ensuring quality outputs on operational deliverables (examples: bed nights, meals, access to staples for personal care and daily use, access to amenities such as phone/computer/copier/laundry)
- In collaboration with Operations Ensure adequate condition of physical plant, infrastructure
- Work with the Property & Operations Director in conducting complete quarterly unit and facility inspections
- Work with Property & Operations Director in identification & completion of facility maintenance issues
- Provide management of projects & events with staff, participants, volunteers, stakeholders
- Ensure the development of improved delivery of program activities
- Coordinates pick-up, storage, and utilization of purchased and donated goods
- Leads or assists in response to urgent community priorities, crises, safety issues
- Provide shift coverage as needed
- Leads community processes to develop, train, uphold program expectations
- Coordinates communication among community members, especially among staff; promotes utilization of communication tools
- Coordinates functional community governance (observations, 1:1 meetings, check-ins, role development, Client Council, mediation, safety & exit, appeal)
- In collaboration with the Director of Shelter Networks, provides daily communication of bed vacancies to designated entities
- Ensure that staff are communicating effectively with one another and with residents
- Collects program fees and submit to fiscal
- Facilitates classes and oversees support groups as needed
- Continually update Shelter operations manual and when necessary, write policies and procedures for new programs as they are created.
- Participate in Leadership Team and other BOSS activities and provides weekly and Monthly reports to Executive Director and Leadership Team as directed
- Enforces staff and program standards, and on-going implementation of Housing-First and Trauma-Informed Care and Critical Time Intervention from a residential perspective
- Supports organizational development and integration
- Represent BOSS to community partners and stakeholders as needed
- Familiarity with HMIS; Art Reports and ShelterPointe is a plus.
- Supervise and be responsible for Kitchen procurement and cooks

Administration and Compliance:

- Monitor program activities to ensure quality and accuracy of work product and outcomes.
- Must be available after hours and on weekends to respond to emergencies, outstanding crisis or events.
- Other duties as assigned.

Competencies:

- Communication, Written: Delivers written communications that have clarity and impact including emails.
- Communication, Verbal: Effective listener; clearly and thoughtfully communicates with others in person and on the phone.
- Reliability: Accountable; maintains focus; punctual; good attendance record; meets deadlines.
- Time Management: Organizes and establishes priorities; gets the job done in a timely manner.

- Customer Service: Persists in efforts to solve issues even when faced with internal barriers; takes personal responsibility for customer service outcomes; responds quickly and effectively to requests for assistance and support whether internal or external.
- Computer Literacy: Skilled computer-based work tasks; uses technology to enhance job performance.
- Teamwork: Accountable to team; participates effectively in group- and team-work; collaborates positively with other team members; giving and accepting constructive criticism.
- Tolerance for Stress, Ambiguity, and Change: Maintains composure even while under great pressure; handles complex problems and change with minimal supervision; demonstrates flexibility and versatility in achieving key goals and priorities.
- Attention to Detail: Strives to eliminate errors; makes accurate work a priority; seeks opportunities to improve performance.
- Decision Making: Collects, organizes, and analyzes information before making decisions. Takes a thoughtful approach when considering options; may seek supervision and/or input from others.
- Integrity and Ethics: Actively models the highest ethical standards; is honest and accountable; maintains confidentiality and appropriate boundaries at all times; handles sensitive information and issues with discretion and tact.

Additional Competencies:

- Relationship Orientation: Establishes rapport easily with others; listens attentively to others' perspectives; uses good judgment when sharing information and maintaining confidentiality; appropriately expresses empathy.
- Presentation Skills: Adapts presentation techniques to fit audience level and technical needs; develops and delivers communications that have clarity and impact; conveys confidence, presence, and professionalism; uses appropriate visual aids to illustrate key points and enhance learning.
- Interpersonal Skills: Uses active listening and discussion skills to identify issues, ensure understanding, and facilitate problem solving; works cooperatively with diverse groups; deals with others in a pleasant and professional manner; accurately assesses verbal and non-verbal cues.
- Accountability: Makes and meets commitments; accepts responsibility for behavior and outcomes.
- Follow Through: Monitors status of projects and tasks; thoroughly deals with project details; delivers clear, accurate depiction of status.
- Cultural Sensitivity: Ability to work with a diverse population while withholding judgment. Willingly open to learn and understand different perspectives.

EDUCATION AND EXPERIENCE

- Have a Masters degree in psychology, social work or advanced practice nursing. Licensure in California to practice as a clinical psychologist, social worker or nurse practitioner is a plus.
- Three (3) years of full-time work experience in a management or administrative position and supervisory experience in social services in a community setting providing services for persons with histories of homelessness, psychiatric disabilities, HIV/AIDS and substance abuse.
- Two years of related experience with case management services, housing, homeless and mentally ill populations.

Preferred Skills and Work Experience:

- Experience doing crisis intervention and/or working with seriously mentally ill clients.
- Understanding of, and commitment to, the use of harm reduction strategies in the provision of services:
- Understanding of, and commitment to, the use of evidence based practices, including housing-first, trauma-informed care and critical time intervention
- Commitment to active client involvement in program development and the design and delivery of supportive services
- Creative, dynamic, flexible and resourceful personality with the ability to infuse staff and

- participants/residents with enthusiasm
- Excellent assessment & problem-solving skills; commitment to being proactive in addressing
- needs and issues presented by participants/residents
- Knowledge of community and social service resources in Alameda County
- Excellent interpersonal and communication skills, both written and verbal
- Good computer skills and facility in using Microsoft Word and Excel and in using email and web-based applications (internet search, etc.)
- Knowledge and understanding of data collection and interpretation
- Experience in counseling
- Sensitivity to the needs & issues of homeless persons, persons living with trauma, persons with disabilities, (mental illness, alcohol and other drug problems, etc.)
- Tolerance of stressful situations and the ability to deal with stress constructively

Other expectations:

- Access to a reliable vehicle, insurance, current CA driver's license & good driving record.
- Certification in CPR/First Aid.

LANGUAGE SKILLS:

Ability to read and comprehend instructions, short correspondence, memos, business correspondence and all other mental health related documents. Ability to write clear, concise and accurate correspondence. Effective oral and written communication skills.

MATHEMATICAL SKILLS:

College level mathematical skills required.

REASONING ABILITY:

Ability to solve complex problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram form. Demonstrated skill with problem solving techniques.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by staff member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of the job, the employee is regularly required to sit, stand, move up and down stairways, talk and hear, drive to and from community appointments. The employee must regularly lift and/or move up to ten pounds. Specific vision abilities required by this job include close vision, distance vision, and peripheral vision.

MENTAL DEMANDS:

This position requires the individual to work with minimal supervision. Guidance is available as necessary, however, the individual is expected to be able to function autonomously and make individual decisions when appropriate. Position does require ability to interact with a variety of individuals and the ability to meet deadlines and time pressure based on the volume of work.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise and/or level of distractions in the work environment are usually moderate.

CONCLUSION:

I invite you to be part of a vibrant and talented team that is committed to promoting health and self-sufficiency, fighting for equity, and celebrating diversity and inclusion!

BOSS is committed to the principle of equal opportunity in education and employment. BOSS does not discriminate on the basis of sex, race, color, creed, national origin, age, religion, sexual orientation, gender identity, gender expression, veteran status, or disability in admission to, access to, treatment in, or employment in its programs and activities.

Black, Indigenous, People of Color, and individuals with lived experience are highly encouraged to apply!

Send resume and cover letter to:
hrjobs@self-sufficiency.org