

# FAMILIES FORWARD

DIGNITY • EMPOWERMENT • HOPE

**Job Title: Housing Program Manager**

**Reports to: Director of Programs**

**Position is: Exempt, Full-time**

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**Job Summary:** Families Forward is seeking a highly motivated individual who is committed, compassionate, willing to be challenged, and who wants to make a difference in the lives of others. Under the supervision of the Director of Programs, the Housing Program Manager is responsible for the overall coordination, management, and supervision of case management services for the Families Forward Housing Program. This self-starter will work with a variety of other teams to ensure consistently high-quality services are provided to all families in our housing programs, maintaining a focus on long-term housing stability for each family and organizing, leading, and providing ongoing support for new initiatives that align with the changing needs of those served. By providing strong leadership, setting departmental goals, tracking progress, exercising efficient departmental collaboration, and adjusting program direction to maximize service connections and positive outcomes as necessary, the Housing Program Manager will ensure those who turn to Families Forward are able to achieve and maintain self-sufficiency.

## **Essential Job Duties:**

### **Staff Management and Program Oversight: (50% of time spent)**

- Hire, train, manage, and evaluate a growing and diverse team of Housing Program case management and veteran program staff, ensuring the team consistently provides high quality, Trauma Informed Care services with a constant focus on Housing First approaches to ending family homelessness.
- Assist Veteran Program Coordinator with growing veteran programming, establishing strategic partnerships in the community, and monitoring Families Forward's veteran-specific collaborations. Support Veteran Program Coordinator in outreach efforts, program development, and new service initiatives based on community and client needs.
- Ensure that case managers receive necessary training and follow program protocols; lead regular case management and case conferencing sessions.
- Attend weekly Match Meetings and assign new cases to staff based on case load capacities and grant progress.
- Monitor Housing Program activities in relation to grant requirements.
- Ensure that all grant required documentation is collected and maintained appropriately and that all case files are current and compliant with grant requirements.
- Coordinate the entry, storage, retrieval, and quality control of client information in HMIS.
- Produce annual APR and other relevant reporting documents as directed by the Director of Programs.
- Assist team with assessing families' challenges, strengths, and areas where they may need assistance.
- Coordinate resources and referrals with assistance from Director of Programs.
- Keep and maintain appropriate records and complete all relevant agency/program forms, doing so in a confidential and professional manner.
- Work with team to develop new and innovative ways to engage with and support clients.
- Review and approve staff timesheets in a timely manner, and ensure other administrative tasks are completed.

### **Data, Reporting, and Program Development (30% of time spent)**

- Support and maintain data timeliness and entry into Client Track and HMIS.
- Track, report on, and adjust programs as necessary based on weekly/monthly/annual program progress to maximize agency impact.
- Analyze program data and adjust scope and direction of housing programs as needed to improve efficiency and increase positive outcomes.
- Provide client level information to help support annual grant reporting as requested.
- Maintain program alignment with industry best and evidence-based practices, including arranging and implementing regular staff trainings.
- Collaborate with Data Quality Manager monthly for grant tracking.

**Additional Duties (20% of time spent)**

- Serve as an integral part of Families Forward's leadership team, providing feedback on staff and guest concerns and workshopping ways to enhance services provided to guests.
- Assist with the coordination of outreach efforts regarding housing to reach potential clients, apartment communities, and participate in other outreach efforts as needed.
- Report success stories, progress, statistics to the Board as requested.
- Fill in as needed with phones, food pantry, holidays, or other agency events.
- Attend all staff, case management, and Board meetings as requested.
- Other duties as assigned.

**Qualifications**

- Bachelor's degree in social work or related field required; Master's degree in social work, counseling, public health, or related social service field preferred.
- 5 years minimum experience working with families.
- Ability to occasionally lift or carry 25 pounds.
- Maintain Valid California Driver's License and State Mandated Auto Insurance.

Please send resumes to Elizabeth Childs, Director of HR, at [echilds@families-forward.org](mailto:echilds@families-forward.org). No phone calls please.