

# FAMILIES FORWARD

DIGNITY • EMPOWERMENT • HOPE

**Job Title: Program Manager- Emergency Housing Voucher Reports to: Director of Programs**

**Education Requirement: Bachelor's Degree in social work or related field**

**Experience Required: Minimum 3-5 years of human/social services program delivery**

**Position: Contract - Exempt, Full Time – contract to end June 2023**

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## **Job Summary:**

The Emergency Housing Vouchers (EHV) are a new resource to our community supported through the American Rescue Plan Act with a goal of helping communities address the potential increase in housing instability and homelessness as a result of COVID-19 pandemic. The EHV Manager will lead the EHV team including an EHV Housing Resource Specialist and EHV Case Manager.

This position will be part of the Program Department. Under the supervision of the Director of Programs, the EHV Manager is responsible for the overall coordination of assisting families in obtaining and maintaining housing through the EHV program. The EHV Manager will ensure that families connected with Families Forward have the support they need in navigating the EHV approval process through each of the Public Housing Authorities (PHAs). This position requires extensive coordination with multiple components within the agency as well as with external partners. In partnership with supervisor this position is responsible for staffing and staff management, budget tracking, contract compliance, and program effectiveness.

## **Essential Job Duties:**

### **Coordinate, Manage, and Supervise the EHV Staff (40%)**

- Oversee and train EHV staff on the EHV flow, requirements, goals, and system performance measures.
- Supervise and manage the EHV Housing Resource Specialist and EHV Case Manager.
- Ensure staff receives necessary training and follows program protocols.
- Regularly attend weekly and other meetings with PHAs and help represent Families Forward.
- Work with other Program staff to deliver the type and level of services that will assist each client-family in maintaining housing.
- Regularly meet with EHV staff to discuss and support client's appropriate housing options, funding, and resource coordination.

### **Reporting and Monitoring (30% of time spent)**

- Monitor program activities in relation to grant and agency requirements.
- Participate and prepare for grant monitoring and audits as they relate to funding sources.
- Monitor financial transactions and budget spending related to the EHV program grants.
- Ensure that all grant required documentation is collected and maintained appropriately and that all files are current and compliant with grant requirements.
- Coordinate the entry, storage, retrieval, and quality control of client information program database systems.
- Maintain program policies and procedures and ensure staff are supported and in compliance.

### **Program Coordination (20% of time spent)**

- Partner with the leadership team to oversee program evaluation, metrics, best practice evolution, and system improvements as it relates to the EHV program.
- Maintain an understanding of landlord-tenant law, rental contracts, and fair housing requirements, to assist property managers, program participants, and case managers.
- Fill in as needed with phones, food pantry, holidays, or other agency events.

### **Additional Duties (10% of time spent)**

- Report success stories, progress, statistics to the Board as requested by the Director of Programs and Strategic Initiatives.
- Attend all staff, program management, program committee and Board meetings as requested.

## **Qualifications**

- Maintain valid California Driver's License and State Mandated Auto Insurance.

**Note:** This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time

<b>Key Skills:</b>	<b>Comprehensive</b> Expert with total knowledge; guides others	<b>Advanced</b> Fully trained; req. occasional assistance	<b>Moderate</b> General knowledge but not totally proficient	<b>Basic</b> Trainee with general understanding
<b>Technical/Functional Expertise:</b> Training skills		<b>Required</b>		
<b>Computer Software:</b> Microsoft Office		<b>Required</b>		
<b>Interpersonal/Communication:</b> Strong verbal & written skills		<b>Required</b>		
<b>Language (non-English):</b> Speak & understand Spanish			<b>Preferred</b>	

**Work Environment/Requirements: (time required in terms of an 8 hour workday)**

Time each day (Occasionally = 0.5 to 2.0 hours; Frequently = 2.5 to 4.0 hours; Continuously = 4.5 or more hours)

<b>Basic Duties</b>	<b>O</b>	<b>F</b>	<b>C</b>
Drive car	<b>O</b>		
Operate forklift			
Ride in car	<b>O</b>		
Travel	<b>O</b>		
Use telephone			<b>C</b>
Type or use PC equipment			<b>C</b>
Sit at desk			<b>C</b>
<b>Noise Level</b>			
Very quiet (forest trail; isolation booth, etc.)			
Quiet (library; private office, etc.)			<b>C</b>
Moderate Noise (open office)		<b>F</b>	
Loud Noise (warehouse, fork trucks, etc.)			
Very Loud Noise (heavy equipment, etc.)			
<b>Work Environment</b>			
Wet, humid conditions (non-weather)			
Work in high, precarious places			
Fumes or airborne particles			
Toxic or caustic chemicals			
Outdoor weather conditions			

<b>Basic Functions</b>	<b>O</b>	<b>F</b>	<b>C</b>
Kneel/bend/crouch/crawl/squat	<b>O</b>		
Talk			<b>C</b>
Hear			<b>C</b>
Climb or balance			
Reach with hands or arms	<b>O</b>		
Reach above shoulder level	<b>O</b>		
Stand or walk	<b>O</b>		
Use hands to finger/handle/feel			
Push/pull			
<b>Special Vision Requirement</b>			
Close vision (clear at 20 inches or less)			<b>C</b>
Distance vision (clear at 20 inches or more)			<b>C</b>
Color vision (identify & distinguish colors)			
Peripheral vision (Observe up/down/left right)			
Depth perception (3 D; judge distance)			
Ability to adjust focus			<b>C</b>
<b>Lifting/Carrying</b>			
Up to 25 lbs.	<b>O</b>		
Up to 50 lbs.			

Extreme cold (non-weather)			
Extreme heat (non-weather)			
Risk of electrical shock			
Risk of radiation			
Vibration			
<b>Other:</b>			

Up to 100 lbs.			
More than 100 lbs.			
<b>Working Hours</b>			
Physical presence during work hours		<b>F</b>	
Weekends	<b>O</b>		
Overtime			

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 Manager's Approval

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 Date

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 Human Resource's Approval

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 Date

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 Employee's Approval

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 Date