

Autumn West Safe Haven Program Manager

Purpose:

The purpose of the Autumn West Safe Haven program is to serve hard-to-reach homeless persons with severe and persistent mental illness who are referred directly from the streets and have been unwilling or unable to participate in housing or supportive services. The Program Manager facilitates the day-to-day operations of the Autumn West facility and ensures positive program outcomes.

Essential Functions:

- Manage the day-to-day operations of the program including staff supervision, staff scheduling, supply inventory and on-call coverage.
- Interview, train and supervise program volunteers and student interns.
- Provide for basic facility maintenance and assist in identifying these issues and relaying them to appropriate personnel.
- Oversee contract and service provider agreements.
- Administer fire drills, emergency plans and safety systems planning.
- Assure timely and accurate information for the program is entered into Management Information Systems.
- Assist in the design, development and implementation of program policies and procedures.
- Coordinate nightly meal planning, food purchases and maintain community food supplier relationships
- Provide engagement services utilizing a person-centered, recovery-oriented, harm-reduction approach within a housing first framework.
- Provide case management to a case load of 3, assisting client access to services in all domains (housing, medical and behavioral healthcare, basic needs, employment, etc.).
- Provide benefit advocacy, including but not limited to FoodShare, IDAP and SSI/SSD based on the SOAR process. Respond to telephone, written, and in-person inquiries regarding benefits and available resources.
- Perform client assessments at intake and every six months thereafter (sooner if needed) to develop an individualized care plan.
- Provide individualized ADL skill-building to residents that will support transition to permanent housing.
- Utilize an established Continuous Quality Improvement process based on a self-administered program assessment.
- Operate within established budget parameters.
- Participate in workgroups and committees as directed by the Program Director.
- Provide superior, professional and courteous service to customers regarding benefits, services and policies.
- Other duties as assigned.

Knowledge and skills required:

- Knowledge and experience of working with homeless and severe mental illness populations.
- Knowledge of essential community resources required.
- Ability to provide culturally competent services.

Education/experience requirements:

- Bachelor's degree in the Human Services field; Master's degree preferred.
- Previous facility operation preferred.
- 3 years experience in serving the homeless population required.
- 2 years progressive supervisory experience required.
- Car and Driver's License/Insurance required.

Reports to:

- Supportive Housing Program Director

Supervision responsibilities:

- Supervises the resident managers, peer specialists and case managers.