



## COMMUNITY ADVOCATES

<b>Position Title:</b>	Autumn West Program Manager	<b>Reports To:</b>	Supportive Housing Director
<b>Position Status:</b>	Full-Time, Permanent	<b>Department:</b>	Supportive Housing
<b>Travel:</b>	Up to 25%, Local Travel	<b>Office Location:</b>	3396 W Lisbon Avenue, 53208
<b>Supervisory Responsibilities:</b>	Yes	<b>Start Date:</b>	

### POSITION SUMMARY

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, under the direction of the Supportive Housing Director, facilitates the day-to-day operations of the Autumn West facility and ensures positive program outcomes.

### ESSENTIAL DUTIES & RESPONSIBILITIES

- Manage the day-to-day operations of the program including staff supervision, staff scheduling and supply inventory.
- Interview, train and supervise staff, program volunteers and student interns.
- Provide basic facility maintenance and assist in identifying and relaying issues 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, procedures and design.
- Coordinate nightly meal planning, food purchases and maintain community food supplier relationships
- Model recovery-oriented, person-centered service approaches within a housing first framework.
- Provide case management coverage as needed and assist with limited, rotating on-call responsibilities.
- Provide benefit advocacy, including but not limited to FoodShare, IDAP and SSI/SSD Advocacy.
- Perform client assessments at intake and every six months 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 community workgroups and committees within the scope of work.
- Work with SHP Director and agency administration to identify expanded service and funding opportunities.
- Provide support, leadership and supervision to (4.2) resident management staff, peer specialist staff and case manager.
- Willingness to travel to some interagency service locations
- Other duties as assigned.

### **SKILLS & QUALIFICATIONS**

- Knowledge and experience of working with homeless and severe mental illness populations.
- Knowledge of essential community resources required.
- Ability to provide culturally competent services.
- Exemplary customer service skills
- Self-starter and self-motivated
- Hands-on leader willing to roll up their sleeves and assist staff when needed
- Excellent verbal and written communication skills; as well computer literacy in Microsoft Office Suite
- Respectfully work with people of diverse ages, races and backgrounds.
- Ability to follow procedure, protocol and policies
- Strong time management and organizational skills

### **EDUCATION & EXPERIENCE REQUIREMENTS**

- Bachelor's degree in the Human Services field; Master's degree preferred.
- 1+ years' of management experience in transitional housing or similar
- Minimum of 2 years of supervisory experience
- Three (3) years' experience working with homeless persons and/or co-occurring clientele.
- Reliable vehicle, valid driver's license and auto insurance coverage (minimum of WI State required coverages) all to be maintained through employment

### **PHYSICAL REQUIREMENTS**

The position requires driving, navigating stairs, bending, stooping and infrequent lifting up to 15 Lbs. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **WORK SCHEDULE REQUIREMENTS**

This role operates Monday-Friday, 9am-5pm, with seldom work into the evening or weekend

*Community Advocates compensation package includes health, life, short & long term disability insurance, employee-paid dental and vision; a 401(k) plan, Flexible Spending Accounts (dependent and medical) and generous paid benefit time.*

**Community Advocates, Inc. is committed to affirmative action, equal opportunity, and the diversity of its workforce.**

To apply, email your resume and a cover letter to [jobs@communityadvocates.net](mailto:jobs@communityadvocates.net) with "Autumn West Program Manager" in the subject line.