



PEOPLE'S EMERGENCY CENTER

Nurturing Families, Strengthening Neighborhoods, Driving Change.

Program Manager, Prevention and Diversion Services

Department: Emergency & Transitional Housing

Classification: Full-time, Exempt

Reports to: Director, Emergency and Transitional Housing

JOB DESCRIPTION

Summary:

The Program Manager for Prevention and Diversion Services is responsible for overseeing the Prevention and Diversion program. They must ensure their Case Managers are addressing the immediate needs of individuals and families experiencing a housing crisis and who've applied for rent assistance to prevent them from becoming homeless. In addition to determining eligibility for support, the program manager and the case manager are responsible for assessing, triaging, and connecting consumers to other mainstream services including alternative housing options. The Program Manager will utilize a strengths-based, trauma-informed approach to engage families in resolving their housing crisis and will provide weekly support/counseling to help them meet their short-term housing needs. The Program Manager should be able to manage the program budget, track spending and monitor the administrative components of the program contracts as well as ensuring contract compliance.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Program monitoring and evaluation:

- Responsible for budget development and monitoring
- Monitor the administrative components of the Program.
- Maintain spreadsheets to monitor and document program spending and recipient demographics
- Prepare reports on program performance for board meetings and community partners
- Analyze basic program data for use in grant applications and evaluation reports
- Maintain contractual Compliance

Supervision & Case Management:

- Supervise program case managers
- Screen and triage applicants for emergency rent assistance
- Manage small case load of program participants, as needed

Community Outreach & Advocacy

- Present at community events and meetings to share information about the program
- Work with PEC's Policy Director & Policy Team to execute advocacy campaigns for homelessness prevention
- Attend community partner/advocacy meetings:
 - Housing Security Working Group
 - Eviction Record Sealing Coalition

Crisis Intervention and Stabilization

- Provide resources/referrals as appropriate for other needs, including food, benefits, domestic violence, employment, and credit counseling
- Refer residents to behavioral health counselors for screening and services as needed.

Service Planning

- Manage case load of 5-10 program participants seeking rent assistance for rental arrears & security deposit for new housing
- Assist with housing search, including working with Housing Inspector to compile updated listings of rentals for distribution to participants
- Work with Housing Inspector and Prevention/Diversion Manager to mediate landlord disputes
- Prevention/Diversion Manager and Housing Inspector to coordinate delivery of rental assistance to landlords
- Prevention/Diversion Manager will provide community outreach and educating partners about the scope of services offered

Implementation & Monitoring

Program Manager will ensure that case managers meet regularly (remotely) with families to link them to appropriate resources and service providers within the community and monitor utilization. Program Managers will also monitor the quality of services families are receiving, offer solutions for eliminating service delivery obstacles, and make recommendations for additional linkages with other service providers as needed.

Documentation & Communication

The Program Manager will monitor that the Case Manager:

- Document case management activities in the client record in a timely way. This includes entry of all pertinent information into Cares.net and external databases (e.g. HMIS) as required by contract and/or funding entities
- Review and maintain audit-ready files with all of the documents required by contract and funding entities
- Collaborate and communicate with PEC team members and other service providers as needed to enhance service delivery, ensure continuity/consistency of care, and facilitate goal attainment
- Make sure all contractual deliverables are met.
- Review to ensure that all documentation recorded on paper or electronically will be completed, secured, maintained, and disclosed in accordance with regulatory, legislative, statutory, and agency requirements
- Other duties as assigned

Competency Categories (See Attached for more detail):

- Relationship Building
- Problem Solving
- Administrative
- Professional Behavior and Development
- Trauma Informed Care

Required Education and Experience:

- Bachelor's degree in social work or related human services field
- Strong experience working with low-income families
- Supervisory experience preferred

- Grasp of the local referral network and enrollment process for mental health, behavioral health, and public benefits
- Prior experience documenting cases in a client database
- Proficiency in trauma-informed communication and case management
- Ability to manage shifting priorities and work efficiently with people in crisis situations
- Strong attention to detail and ability to apply program guidelines consistently

Preferred Education and Experience:

- Bachelor's degree in social work
- Experience in social services program management is preferred.

Additional Eligibility Qualifications:

Knowledge of the complexity of poverty and homelessness, trauma, behavioral health challenges and the impact on individual and community health.

Work Environment:

Note: Due to the COVID-19 pandemic this job will be fully remote until further notice. As such, the candidate must have a computer and internet access available at home to do the work.

This job operates in an office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. May be required from time to time to come into PEC after regular working hours in order to provide support and assistance to clients when they are in crisis. May also necessitate working late in order to meet with clients whose schedules do not permit daytime interaction and travel with clients to and from necessary appointments/outings, such as lease signings.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee 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 this job, the employee is frequently required to sit, talk and hear. The employee is occasionally required to walk, use hands and fingers to feel, handle, or operate objects or controls; and reach with hands and arms.

Other Duties:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

PEC is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, and veteran or disability status.

Resumes to resumehr@pec-cares.org