Off-Campus Employment

Job posted on 2013-09-25 by joanna.distefano; posting expires on 2013-10-25

Employer: Helping Heroes

Position: Program Manager

Job Description: Full Time, Permanent,

Helping Heroes, is a community based, non-profit facility. It provides support services and resources to homeless and near homeless veterans in order to transition them to, or maintain self-sufficiency. Our SSVF Program (Supportive Services for Veteran Families) provides temporary housing assistance in conjunction with comprehensive case management to veterans with families who are homeless or are facing a housing crisis.

The Program Manager assists the Executive Director in developing and implementing procedures and documentation tools. The Program Manager assists to develop, implement and oversee our Veteran Services programs designed to facilitate the provision of supportive services to low income veteran families. Employee provides direct supervision of SSVF case manager staff and program. Position also requires case management services delivery. Employee must comply with all federal policies and procedures, and confidentiality agreement. Salary is firm- $38,000. No health benefits. The SSVF Program Manager duties are summarized as:

Community Liaison

- Attend Continuum of Care meetings
- Work with HMIS Administrator
- Development of program informational materials
- Conduct and coordinate outreach activities with the VA, public agencies and community based organizations, including local VA, Veterans Justice Outreach Program, Veterans Health Administration, Veterans Benefit Administration, Veterans Courts, and others.

o Work with Outreach Specialist to identify key service referral and coordination partners

- Identify and meet with key public and private housing providers
- Obtain or develop a directory of housing options

Case management services including:

- Case Manager job duties (as written in job description)
- Reviews comprehensive screenings and assessments of veterans to develop a case plan.

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- Oversees implementation of process to determine eligibility
- Conduct case reviews with case managers; coordinate and participate in case conferences.
- Provide supportive counseling and advocacy for families; provides crisis intervention, if needed.

Record and statistical data management:

-Develop and implement client surveys to monitor outcomes and identify opportunities for program improvement. Ensure completion and return of VA client surveys.
- Complete on-going record keeping and maintenance of statistical data.
- Oversee HMIS data entry and review data for accuracy and comprehensiveness and complete monthly export and uploads
- Complete reports for timely submission as required by VA.

Management Duties
- Supervision and direction of case manger
- Assist the Executive Director in development of and implement program policies and procedures for case management, outreach, and temporary financial assistance.
- Develop data collection forms
- Train staff on specific SSVF program requirements
- Provide regular progress reports on outcomes and activities for program meetings.
- Oversee service needs of client
- Identify trends and gaps in services

Reporting: This individual reports directly to the Executive Director and must also participate in annual inspections conducted by funding agencies.

Qualifications: Required qualifications for this position include:
- At minimum a bachelorâ€™s degree in social work or human service field
- Social Work Licensed preferred

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- Proven ability to develop relationships with families as well as a wide variety of service stakeholders (schools, health and public benefit agencies),
- Computer proficiency in Microsoft Office Suite,
- Excellent verbal and written communication skills
- Proven record of grant writing and grant management. Attention to fine detail
- Capability for independent, creative thinking in collaboration with others to address operational or service issues.
- Outstanding time management and leadership skills.
- Exceptional record keeping skills; ability to obtain and maintain accurate, detailed and confidential notes and client files specific to program requirements.
- Demonstrated organizational skills related to building program/group work/community.
- Hold a valid driverâ€™s license and be unopposed to travel.
- Work collaboratively with the ED and CM for service provision
- Work collaboratively with community members

Additional Requirements:

- Complete a criminal background check and have no felony convictions.
- Complete a credit check and have no outstanding federal, or state tax liens, no filings for bankruptcy within the past 10 years

Perferred Major(s): Psychology/Sociology;

Application Instructions: Resume, Cover letter and 3 references

ATTN: Susan Harrison

Executive Director, Helping Heroes

256 Jefferson Ave.

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