



POSITION DESCRIPTION

Rapid Rehousing Program Manager

ABOUT URBAN TRIAGE, INC.

Urban Triage, Inc. is on a mission to transform culture, institutions, and communities to ensure a humane future. At the same time, we engage systems in implementing systematic, sustainable, equitable, and clinically sound approaches to health behavior and prevention. We are poised to do this through education, community support services, and advocacy that systematically reduces and eventually works to eliminate barriers such as inadequate education, lack of access to resources, and class and health disparities.

Our goal is to promote positive health outcomes and reduce significant health disparities at the community level. We do this by meeting basic needs and then engaging communities through educational opportunities and effective advocacy at multiple levels. We stand in the gap for those most in need through advocacy, transformative education, and critical coordinated services between partner organizations, city officials, and community resources. Most critically, we do this with the community's trust and track record to carry out the work.

POSITION OVERVIEW

The Rapid Rehousing Program Manager oversees the daily operations of our Rapid Rehousing programs and Outreach. Programming provides case management to unhoused community members. Programs include Rapid Rehousing Units, Homeless Outreach, and Chronic Documentation. This position directly supervises staff, coaches staff, develops staff, oversees internal audits, and delivers the appropriate services described in our contracts. The Rapid Rehousing Program Manager will ensure that all services are provided by the Urban Triage Mission, Vision, and Value Statements; Code of Conduct; and Policies and Procedures.

QUALIFICATIONS

- Commitment to the mission of Urban Triage.
- Passionate, trustworthy, and empathetic when working with staff and program participants.
- Ability to build relationships with different types of people, including program participants, organization members, and healthcare providers.
- Good communication and interpersonal skills and can speak concisely to program participants and Care Team members.
- Flexible and adaptable in response to changing participant and healthcare providers' needs.

- Possess a valid state-issued Driver's License.
- Have a strong understanding of cultural competency with the target population.
- Bilingual (English/Spanish) strongly encouraged to apply.
- Some evening and weekend work is required.
- Flexible and able to adapt to different situations.
- Ability to work in a fast-paced environment.
- Ability to keep all information private and confidential.
- Compassionate, professional, and non-judgmental.
- High-quality organizational skills.
- The ability to work well under deadlines and multitask.
- The ability to build relationships and coalitions within the community.
- Excellent verbal, written, critical thinking, and problem-solving skills.

TASKS AND ROLES

- Foster a collaborative work environment and champion accountability amongst program staff.
- General administrative duties include but are not limited to maintaining housing contracts and community partnership details.
- Maintain activity calendars and databases (HMIS, Keela, and Google Suite).
- Performed general management duties, including but not limited to staff check-ins, training, and development.
- Lead group case conferencing meetings with staff.
- Attend Homeless Consortium Committee meetings and ensure Coordinators and leads are also attending.
- Support workflows for ALL staff in partnership with Coordinators.
- Delegate tasks and responsibilities, make decisions, and create clear roles and weekly check-in procedures to assist in developing staff with Leads and Coordinators.
- Produce accurate and timely reporting of program status, commitments, and updates with Leads, Coordinators, and the Program Director.
- Effectively communicate orally and via written correspondence by providing all necessary information and follow-up to make informed decisions promptly and accurately.
- Internal Audits.
- Attend all appropriate program-related meetings to ensure compliance with program requirements.
- Maintain and oversee contract/program deliverables.
- Other duties as assigned.

ADDITIONAL QUALIFICATIONS

- Comfortable working as part of a multidimensional team.
- Exemplify strong attention to detail.
- Must be self-directed.
- A bachelor's degree or higher is preferred but optional, or equivalent experience.

BENEFITS

- Life, Dental, and Vision Insurance.
- Employee Wellness Benefits up to \$10K for executive-level employees.
- Receive 4 Weeks of Vacation plus PTO and Sick Leave Annually.
- Two Weeks of Paid Time Off for Christmas Break.
- Qualify for Disability Insurance after one year for all executive-level employees.
- Qualify for bonuses after one year of employment.
- Qualify for employee compensation incentive after one year of employment for all executive-level positions.

DISCLAIMER

The job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this job title. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to do this job.

COMPLIANCE REQUIREMENT

This job adheres to the ethical and legal standards and behavioral expectations outlined in the code of business conduct and company policies. As a component of job responsibilities, employees may have access to covered information, cardholder data, or other confidential information that must be protected at all times. In connection with this, all employees must comply with both the Health Insurance Portability Accountability Act of 1996 (HIPAA) as described in the Notice of Privacy Practices and Privacy Policies and Procedures as well as all data security guidelines established within the Company's Handbook of Privacy Policies and Practices and Information Security Policy. Furthermore, it is every employee's responsibility to comply with the company's Code of Business Conduct. This includes but is not limited to adherence to applicable federal and state laws, rules, and regulations, as well as company policies and training requirements.