



POSITION DESCRIPTION

Unhoused Neighbors (Adults/Youth) Program Manager

ABOUT URBAN TRIAGE, INC.

Urban Triage, Inc. is on a mission to empower Black families while mobilizing community resources and distributing them to those most in need. 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 Unhoused Neighbors Program Manager (“Program Manager”) is responsible for overseeing the daily operations of our Unhoused Neighbors Initiative and Youth program. Programming provides wrap-around support and services to unhoused community members and youth. Youth programming includes a drop-in center, our shelter which provides homeless youth with children temporary housing, transitional scattered sites housing, and rapid re-housing units. This position will be responsible for developing, implementing, and overseeing programming, directly supervising staff, and delivering the appropriate services to our unhoused youth. The Program Manager will ensure that all individual needs are being met and all services are provided in accordance with the Urban Triage Mission, Vision, and Value Statements; Code of Conduct; and Policies and Procedures.

We are searching for a self-assured, fully engaged Program Manager to lead group discussions about services available and around trauma recovery. The Program Manager also plays a key program team role in providing direct service, case management, and housing navigation services to adults and youth, and ensures all community members are supported, encouraged, and provided with the resources and help they need on their path toward independence and self-sufficiency.

This position also has a lead role in recommending coordinated delivery of services and programming across all areas of the organization to ensure the best practices, procedures, and service delivery models are in place to achieve successful outcomes for the community members we serve. The primary responsibilities of this position are to train, develop, and supervise staff including the Peer Navigation Specialists, Peer Support Specialists, and other applicable staff; and to train, develop, and supervise trauma-informed Outreach Specialists and staff. The Program Manager reports directly to the CEO as a leadership team member. In addition, they will be accountable for tracking and meeting program goals and objectives for the organization.

RESPONSIBILITIES

- Oversee the daily operations of the Unhoused Neighbors (Adults/Youth) Program. This position will be a hands-on manager and will not only manage the day-to-day operations of the program but will also be a key member of the program services team with the following responsibilities:
 - Provide direct assistance to community members including access to food and personal hygiene supplies, clothing, showers, laundry, lockers, computers, vouchers for transportation assistance, and other services that are available.
 - Complete intakes and assessments for new participants, be welcoming and supportive, and provide a tour and overview of the center, shelter, and services offered.
 - Provide program participants with referrals to community resources and services.
 - Assist program participants with landlord relationships, developing potential housing options, and providing other housing navigation services.
 - Provide mental, chemical, and sexual health information and education to program participants.
 - Assist participants in setting and achieving goals, and provide encouragement, support, and the resources needed to help them achieve independence and self-sufficiency.
 - Maintain accurate participant records and case notes, program statistics, and other data required by funding sources, while maintaining confidentiality and data privacy.
 - Create a safe and supportive environment for all program participants, especially LGBTQ youth and those from racially marginalized groups.
 - Clean, maintain, and monitor safety in the shelter, center, and order supplies as needed.
- Directly supervise the Peer System Navigator, Peer Support Specialist, and other staff.
- Oversee the volunteers and staff to ensure they have the proper training and guidance.
- Attend all meetings and training as requested and required, including but not limited to trauma-informed care, safe-space training, mandated reporting, HMIS, etc.
- Network, attend meetings with community partners, and develop relationships with community agencies to refer community members for services.
- Manage the administration of the state HMIS database and internal participant tracking databases such as Keela and Kindful for donations, provide reports as needed for internal use or funders, and train new staff on these systems.

- Play a lead role in recommending the coordinated delivery of services and programming across all areas of the organization to ensure the best interest and needs of the participants are being met.
- As a member of the Leadership Team, recommend changes for the betterment of the organization's programs, and help ensure programming is grounded in best practices for serving the unhoused in our community.
- Other duties as may be assigned.

TASKS AND ROLES

- Foster a collaborative work environment and champion accountability amongst program staff.
- General administrative duties including but not limited to maintaining housing contracts and community partnership details.
- Produce accurate and timely reporting of program status, commitments, and updates with Leads, Coordinators, and the Program Director.
- Assist in developing evaluation methods to assess the strengths and weaknesses of programs and staff, and report to 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.
- Create and catalog program policies, checklists, and operating procedures.
- Foster and maintain relationships with community partners and represent the organization in meetings.
- Assist and provide backup to the Director or CEO with the same responsibilities.
- Ensure that the Unhoused Initiative strives to play a role in systemic change structuring and setting goals for the adult and youth or shows signs of behavioral changes.
- Oversee all Unhoused Initiative program operations, keep records, and analyze processes.
- Perform audits of Google Drive, physical files, Keela, Neighborly, emails, HMIS, and other databases as necessary.
- Organize and provide training and coaching to current staff, leads, and coordinators as deemed necessary.
- Schedule meetings with community partner lead and coordinators to ensure an understanding of deliverables.
- Attend all appropriate program-related meetings to ensure compliance with program requirements.
- Maintain all program documents and correspondence.
- Develop and implement tools and structures to ensure procedures are adhered to.
- Develop and implement tools for tracking deliverables and program compliance, performance, and progress.
- Develop effective staff coaching and evaluation processes.
- Manage program and housing sustainability.
- Work evenings and weekends when the workload deems it necessary.
- Other duties as assigned.

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 ability to speak concisely to program participants and Care Team members.
- Organized with confidential participant material and appointment tracking.
- Have a strong understanding of cultural competency with the target population.
- Physical demands associated with office work.
- Positive individuals that can maintain solid working relationships with internal and external resources.
- Patient and able to remain composed in stressful situations.
- Flexible and able to adapt to different situations.
- Represent the Urban Triage team with professionalism.
- Require little management, direction, and/or supervision from the manager.
- Must be comfortable working with a Black-led organization.
- 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 being able to multitask.
- Comfortable working as part of a multidimensional team.
- Exemplify strong attention to detail.
- Possess superior organizational skills and the ability to manage multiple projects with shifting deadlines.
- Must possess excellent written and oral communication skills.
- Capable of professionally managing confidential information.
- Exemplify creative problem-solving abilities and critical-thinking skills.
- A positive individual that can maintain solid working relationships with internal and external resources.
- Require little management, direction, and/or supervision from the Program Director.
- Compassionate, professional, and non-judgmental.
- Must be able to self-direct.
- Advanced level of time management.
- Bilingual (English/Spanish) preferred.
- At least 2 years of experience supervising and managing.
- At least 2 years of experience in program development.
- At least 2 years of experience working in a nonprofit.
- At least 2 years of experience working with vulnerable populations.
- Bachelor's degree or higher is preferred but not required.
- Possess a valid state-issued Driver's License.

BENEFITS

- Health, Dental, and Vision Insurance
- Life Insurance
- Employee Wellness
- Receive 4 Weeks of Vacation/PTO/Sick Leave, Annually
- Receive 1 week of Paid Time Off for Christmas Break

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 set forth 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.