

# PROGRAM MANAGER



**Location:** Pasadena

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**Hours:** Monday-Friday, 40+ hours/week; on-call 24/7 for emergencies; swing shift (~2 nights/week)

## About the Role:

The Program Manager facilitates the success of families as they progress through Door of Hope's temporary housing program. To accomplish this goal, the Program Manager oversees the program, program staff, systems, compliance with grant funding, reports, major interventions and program events. The Program Manager reports to the COO. The Program Manager should have a passion for ministering to families experiencing homelessness. The Program Manager must have strong relational skills and the ability to motivate, nurture and care for the staff and families. The Program Manager must embrace and exhibit Door of Hope's core values: Christ-Centered, Compassionate, Holistic, Empowering, Relational, and Excellent in all they do.

## Responsibilities:

- Empower program staff to operate at their full potential within their roles to empower families to accomplish their goals and achieve success during and beyond the program
- Monitor and assist program staff in implementing the resident agreement; hold staff accountable to the program components
- Handle complaints and resolve inter-family conflicts and/or conflicts between families and staff
- Lead and facilitate weekly House Meetings
- Supervise Case Managers to monitor resident goals and progress through the program
- Coordinate and lead monthly resident evaluations to assess and encourage overall progress
- Supervise Children & Youth Coordinators in implementing programs for children and youth
- Foster open communication with the Therapist to understand family and individual progress to better assist residents with personal goals
- Support Overnight & Weekend Managers in their roles, ensuring connectivity with the entire staff
- Plan staff schedules and schedule Coverage Staff as necessary
- Manage programs budget and account
- Facilitate and foster relationships with other programs to help enrich Door of Hope's program
- Attend various city and network meetings to collaborate with other organizations
- Assist with program reports and documentation needed for City funding and foundations
- Perform any other task necessary to support the mission of Door of Hope

## Experience & Qualifications:

- BA in social work, human services, psychology, or related field required
- MSW or LCSW strongly preferred
- Minimum 2 years experience in social services, preferably working with families experiencing homelessness; 4 years strongly preferred
- Personnel management experience in the field of social services strongly preferred
- Demonstrates maturity, sound judgment and discernment in interactions with staff and residents
- Ability to multi-task, prioritize, work independently and collaboratively in a busy environment with frequent interruptions
- Domestic violence 40 hour certification training and/or experience working with domestic violence cases preferred