



CARING FOR OUR COMMUNITY ONE PERSON AT A TIME

Job Description

Job Title: Program Manager - Community Housing

Department: Residential Programs & Housing

Position Status: Non-Exempt
Full time

Supervised by: Director of Client Services

General Statement of Duties:

Under the supervision of the Department Director, this position is responsible for managing and supervising the community housing programs and staff, ensuring quality of services and compliance with program & regulatory policies and procedures in line with the Agency mission. This position will carry a small caseload of program participants when necessary.

Specific Management Duties:

- Oversee and manage community-based housing projects (including permanent, transitional, and homeless housing), day-to-day workflows, training, reporting, and occupancy of community housing units
- Monitor, evaluate, and audit program activity, including processes and documentation to ensure proper execution of referrals, intakes, admissions, service planning, and discharges, **and** compliance with the program model, regulations, and Agency policies and procedures
- Ensure the programs and services in these programs are compliant with and follow the guidelines and regulations put forward by the funding source
- Monitor the delivery of programs and services to ensure quality and make recommendations for improvements
- Manage program budget and resources in a responsible manner
- Track tenancy of Agency-owned and managed property, maintaining an accurate log of current housing clients in the event of an emergency
- Maintain accurate inventory logs, order furniture and associated supplies when necessary, and report numbers to the Compliance Officer as per the Inventory Policy
- Monitor and track established program goals and outcomes as required by Agency administration and regulatory bodies
- Complete necessary Agency, funding, or other reports
- Attend and participate in Agency and community meetings as designated
- Other related work, as requested

Specific Supervisory Duties:

- Conduct regular 1:1 supervisory meetings and provide feedback to staff
- Maintain notes related to supervisory meetings detailing topics discussed, plans for improvement and needed training, accomplishments and successes, deadlines, etc.
- Support employees' personal and professional growth and development
- Participate in program staff hiring, performance improvement, and separation when appropriate
- Complete performance evaluations following probationary periods, annually, and at other appropriate intervals
- Monitor time and attendance
- Mentor employees and lead by example

Catholic Charities of Cortland County is an Equal Opportunity Employer.

Last Updated: 11/9/2021



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Required Knowledge and Skills:

- Verbal and written communication skills
- Self-initiation and time management skills
- Knowledge of housing, behavioral health, and social service systems
- Leadership skills, including the ability to create and foster a positive work environment
- Computer and technology skills, including proficiency with MS Office

Qualifications:

- Bachelor's Degree in Human Services or related field and 3 years of relevant experience required
- Relevant experience with a combination of training and education, which provides the knowledge and skill set needed to perform duties outlined above may substitute for education requirement, if approved by program funding source(s)
- Supervisory experience preferred
- Must successfully complete an Agency-approved supervisory or management training course within 1 year of hire

Additional Expectations:

- Must have a valid NYS Driver License, an acceptable driving record, and adequate auto insurance coverage
- Must work the expected 40 hours weekly, Monday-Friday
- Must comply with Agency and program policies and procedures
- Required to understand and abide by the laws, regulations, policies, and procedures that apply to the program or services provided
- Required to report any known or suspected violation of laws, regulations, policies, or procedures related to programs, services, Agency operations, or personnel of the Agency
- Required to maintain accurate documentation including, but not limited to, purchase orders, petty cash, expenditures, mileage records, and time sheets
- Required to ensure that employees are aware of and abide by the laws, regulations, policies, and procedures that apply to the program or services provided
- Process reports of known or suspected violations with the Agency Compliance Officer, without any retaliatory action against any employee