



Homeless Services Program Manager Job Description

Intown Cares is seeking applicants for its full-time Homeless Services Program Manager position. Intown is a 501(c)(3) nonprofit with a mission to prevent and reverse homelessness and hunger in Intown Atlanta. Since its founding in 2010, Intown has grown to be a leader in homeless outreach and food security in the Atlanta community. Intown's homeless services program is guided by a Housing First philosophy and has grown to be the most effective team in the City of Atlanta. The Homeless Services Program Manager will join an experienced, successful, and energetic team while leading with wisdom and compassion.

The Homeless Services Program Manager will provide the day-to-day support to a team comprised of Homeless Outreach staff, Certified Peer Specialists, and Housing Support staff. The Program Manager will be responsible for directly supervising the team and ensuring the team has the resources they need to meet the program goals of engaging, enrolling, navigating, and housing individuals experiencing homelessness. This role requires excellent communication and organizational skills to lead this dynamic and agile team.

Qualifications

- Master's degree in social work or a related field preferred
- 2-3 years working in homeless services, with progressively responsible experience, including staff management, is required
- 1-3 years working with folks experiencing mental, behavioral health, substance use
- Certification in Addiction Counseling is strongly preferred
- Proficiency with Client Track or another HMIS is preferred
- A passion for connecting with people experiencing chronic homelessness is required
- Must be flexible, innovative, and adept at creative problem-solving
- Must have the ability to communicate effectively across all aspects of the organization, including clients, team members, and management
- Experience with Housing First, harm reduction, motivational interviewing and trauma-informed and client-centered care is required
- Experience in professional coaching and professional development of staff is strongly preferred
- Experience with managing a growing and agile field-based team is preferred

Don't meet every single requirement? At Intown Cares, we are dedicated to building a diverse, inclusive, and authentic workplace. So, if you are excited about this role, but your past experience does not align perfectly with the qualifications listed above, we encourage you to apply anyways. Just let us know why you are interested in joining our team. You might be the right candidate for this or other roles!

Homeless Services Program Manager Responsibilities:

- Oversee and provide support in the day-to-day operations of the program, providing monthly check-ins and supervision sessions with approximately 6-8 direct reports
- Work closely with program leadership to ensure gaps in services are identified and barriers to the direct staff's work are addressed
- Review caseloads with case managers to ensure enrolled clients are document-ready, enrolled in Client Track HMIS, and on the Atlanta Continuum of Care (CoC) Housing Queue

- Review daily Client Track Housing Queue and prompt case managers for referrals needing to be addressed
- Provide updates and training opportunities, pertaining to ClientTrack, the Atlanta CoC's HMIS program
- Attend CoC committee meetings pertaining to outreach, including bi-weekly CoC outreach team meetings
- Coordinate with Team Leaders/program staff to ensure outreach requests are responded to within 24-72 hours
- Complete and submit monthly, quarterly, and annual reports to Director of Homeless Services and to partner agency's leadership teams on a timely basis
- Work with program leadership to troubleshoot barriers, along with team members, for any client issues that arise
- Manage collaborative efforts with partner agencies to ensure proper representation of Intown Homeless Services team
- Advocate to appropriate parties on behalf of clients and case managers to support clients in receiving the best support and access to care that the agency can provide
- Participate in annual CoC Point in Time count
- Other duties as assigned

Work Hours & Position Status

The Homeless Services Program Manager is a full-time, 40 hour per week position. Most hours will be during normal business hours (between 8 a.m. – 5 p.m.) but will also include some evening, early morning, and possible on-call evening hours. There is some flexibility in start-time and possible administrative work-from-home days.

Travel

As the outreach and navigation work will span the entirety of the City of Atlanta, this position may require travel to supervise team members in the field. The Homeless Services Program Manager must have a valid driver's license, access to their own personal vehicle, and a clean driving record. Intown will reimburse mileage at the federal mileage rate. Intown also provides access to company vehicles as needed.

Compensation

The Homeless Services Program Manager position is a salaried position with a starting annual base salary of Fifty-eight Thousand Dollars (\$58,000.00), less applicable deductions, which will be paid in equal installments monthly on Intown's regularly scheduled paydays. Compensation also includes 12 days of personal leave, 12 holiday days, and one artistic-day per year, where staff pursue personal artistic endeavors. The Homeless Services Program Manager is eligible for employer-sponsored health benefits, including vision and dental insurance, immediately upon employment.

To Apply:

Qualified candidates should submit a resume and contact information for three references (including the context in which they know you) in PDF format to careers@intowncares.org by February 21, 2024 to be considered. No phone calls please. Please put "Homeless Services Program Manager" in the subject line.

Intown considers applicants without regard to race, ethnicity, religion, gender identity, gender expression, sexual orientation, national origin, age, marital or veteran status, the presence of a non-job-related medical condition or disability, or any other legally protected status.