

**North Side Housing & Supportive Services
Job Announcement**

Position:	Program Manager
Subclassification:	Permanent Supportive Housing Programs
Program:	HUD Permanent Supportive Housing Programs and Ending Veteran Homelessness Initiative
FLSA:	Full-Time Exempt
Reports To:	Director of Programs
Direct Reports:	SHP/SPC XX/VHI Case Managers (Rental Assistance and Leasing programs); Ending Veteran Homelessness Initiative Case Managers (CLIHTF)
Job Summary:	The Program Manager of Permanent Supportive Housing Programs is responsible for the overall achievement and outcomes for two program areas, including the delivery of case management services to clients residing in the agency's various HUD funded Permanent Supportive Housing Programs (PSHP) as well as our Ending Veteran Homelessness Initiative (EVHI) program.

Essential Functions

- Coordinates North Side Housing and Supportive Services (NSHSS) permanent supportive housing programs funded by the U.S. Department of Housing and Urban Development (HUD) as well as the Chicago Low-Income Housing Trust Fund (CLIHTF).
- Active participation in program compliance which includes funder program review process and audits, and the provision of statistical and narrative reports of program progress and activities as required by funders and internal management systems. Responsible for monthly/quarterly/yearly statistical reporting process.
- Ensures attainment of stated program goals and outcomes.
- Evaluates program performance and implements necessary corrective action.
- Prepares and provides all necessary reports and tracking tools.
- Responsible for the implementation of new projects as assigned.

Program Management Functions

- Ensure program eligibility for all clients in the programs according to individual program eligibility criteria.
- Implement NSHSS Vacancy and Enrollment procedure, which includes use of the Coordinated Entry System (CES) as the agency's sole referral source.
- Implementation of Tenant Selection Plan utilizing Coordinated Entry (CES) and other referrals.
- Work closely with the Chicago Low-Income Housing Trust Fund Staff to update unit listings and submit program paperwork for unit approvals.
- Works closely with HUD, Chicago Department of Family and Support Services (CDFSS), and Chicago Low-income Housing Trust Fund (CLIHTF) representatives.
- Prepare for and participate in funder program review process and audits and respond to any issue raised in reviews, site visits, and audits.
- Oversee data quality management of HMIS and Internal Database Systems to ensure data entry as required by contract agreements.
- Provide administrative oversight of all service delivery including quantity and quality of work.
- Ensure the delivery of appropriate services to facilitate clients' achievement of stated goals.

- Resolves critical incidents which arise in programs and develop corrective actions plans.
- Provide on-call coverage as necessary.

Supervisory

- Ensure that appropriate regular staff supervision takes place.
- Plan and conduct program-specific staff meetings.
- Ensure staff has necessary tools and resources to perform the functions properly.
- Identify, develop, and recommend professional development needs/opportunities and coordinate/conduct appropriate training for staff.
- Responsible for keeping informed of all policies, procedures and regulations which apply to this position.
- Ensure staff are informed of, understand, and comply with all policies and regulations impacting their performance and service delivery.
- Collaborate with all NSHSS programs and departments to ensure program compliance with agency wide policies/procedures.
- Participates in staff performance evaluations, formal and informal coaching.
- Participate in departmental recruitment, interviewing, and onboarding of new hires.
- Evaluate program structure and team, plan for continual improvement of efficiencies and effectiveness of both individuals and team members.

Leadership

- Supports and encourages a collaborative culture that values mutual respect, partnership, learning, trust, accountability, transparency, and fairness.
- Models positive and appropriate professional behavior.
- Communicate program activities, changes and other related activities to appropriate personnel, committees or others as determined.
- Represent NSHSS to funders and other outside agencies and stakeholders.
- Advocate and act as liaison between staff and other agencies, institutions, and professionals as needed.
- Collaboration with all NSHSS programs and departments to ensure program compliance with agency wide policies/procedures.
- Participates in professional workgroups and organizations as needed.
- Ensure the offices are maintained to reflect the agency's professional standards.
- Other duties as assigned by the Director of Programs.

Knowledge/ Skills/ Competencies

- Knowledge of the Continuum of Care and Chicago Plan to End Homelessness.
- Familiarity of case management databases such as Clarity or Client Services Network.
- An extensive understanding of housing needs experienced by those experiencing homelessness.
- Knowledge of Trauma-Informed Care, Housing First, and Harm Reduction techniques and strategies including motivational interviewing.
- Ability to develop appropriate professional and supervisory relationships with staff from a wide variety of races, religions, cultures, ages, educational backgrounds, gender, and sexual orientation.
- Creates and maintains a positive and proactive work environment.
- Possesses strong leadership skills.
- Demonstrated knowledge of program management and implementation.
- Able to analyze information and use data to modify programming accordingly.
- Ability to effectively work with a team and autonomously.

- Ability to both work in an office environment and remote setting.
- Flexibility that enables one to meet the ongoing needs of participants and the agency.
- Ability to use windows-based computer applications including Microsoft Word, Excel, Power Point, SharePoint, and Adobe Reader.
- Strong commitment to the mission and values of North Side Housing & Supportive Services.

Mandatory Qualifications

- Master's or bachelor's degree preferred or three to five years of equivalent experience in a human services/behavior related field.
- Three or more years of experience in a supervisory role including clinical supervision preferred.
- Experience in directing and supervising housing programs common to the homeless population preferred.
- Applicant must have strong writing skills, organizational, communication and presentation skills.
- Must have the ability to work in a fast-paced environment and maintain open communication with members of the agency's leadership team.

North Side Housing & Supportive Services (NSHSS) is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by law. NSHSS is committed to building and maintaining a culturally diverse team where each team member is valued and respected. Women, people of color, individuals with disabilities, veterans, intersectional individuals, and those with previous lived experience are strongly encouraged to apply.