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empowering women

ywca

New Hampshire

Job Description

Job Title: RISE Housing Program Manager

FLSA Status: Non-Exempt

Classification: Full Time (40 hours per week)

Pay Range: \$23.00-27.00 per hour

Department: REACH Crisis Services

Reports to: Director of Programs and Community Outreach

Revision Date: October 2021

Job Summary: The RISE Housing Program Manager oversees the housing programs of YWCA New Hampshire, including program implementation and collaborating on operations implementation. They will work to develop housing programs in response to the needs of the clients and community.

Supervises: Housing Team including Transitional Housing Coordinator

Requirements:

- Four-year degree in social work or related field preferred, through relevant experience may be considered in lieu of degree;
- 5 years of experience working in and/or overseeing non-profit housing programs;
- Experience supervising direct service staff;
- Experience working with volunteers preferred;
- Excellent computer skills including knowledge of Microsoft Office preferred;
- Understanding of domestic and sexual violence issues and a victim services model that focuses on victim safety and empowerment;
- Ability to work well and communicate with people from diverse backgrounds;
- Bilingual preferred;
- Commitment to the mission of YWCA and to the empowerment model of service delivery used at REACH Crisis Services;
- Completion of YWCA NH New Advocate Core training program;
- Must have reliable phone access and reception;
- Must be able to return crisis hotline phone calls within required 10-minute window and respond to hospital calls within required 40-minute window;
- Satisfactory Criminal Background Check; and
- Must possess a valid driver's license and proof of vehicle insurance, and must have access to a vehicle during work hours.

Duties and Responsibilities:

- Providing trauma informed support services to victim/survivors of domestic and sexual violence through a variety of methods, including but not limited to the crisis line, walk-in services, community accompaniments, and web and text line support;
- Assist in recruiting, hiring, retaining, and supervising direct service staff;
- Develop, administer, and oversee RISE Housing Program in accordance with program policies and procedures, serving as the primary oversight for the program
- Close oversight of Emily's Place emergency shelter program, including staff, case management, program implementation, assistance with operations projects, and ensuring timely responses to client needs.
- General oversight of the Housing First program and Transitional Housing Program

- Collaborate with Senior Leadership Team to evaluate, implement, monitor, measure, and report on strategic program improvements.
- Collaborate with key community groups and agencies to achieve the RISE Housing Program goals and objectives, ensuring the effective creation and on-going relationship building with key community stakeholders
- Manage the program budget and ensure the use of funding resources are maximized to meet the needs of the program and clients.
- Research and analyze complex housing issues and targeted initiatives for housing programs and work to develop program plans and funding proposals.
- Supervise program staff providing ongoing support and assistance with goal setting and professional development
- Assist with data entry as needed;
- Comply with data collection and record keeping requirements;
- Provide assistance to REACH Crisis Services clients across all program areas as needed;
- Provide representation at community meetings as assigned;
- Provide calendar back up and crisis line coverage as needed to meet the needs of the organization, including 1-2 overnight on-call shifts per month and up to 10 supervisory (low impact) on-call shifts per month;
- Work collaboratively with all YWCA NH staff to assure completion of all functions at all locations;
- Provide assistance to volunteer advocates on an as needed basis;
- Contribute to a positive work environment;
- Assist in Volunteer Training as needed;
- Participates in agency staff meetings and other team meetings as able;
- Maintains professional boundaries; and
- Performs other duties as assigned.

Assigned to serve on:

Competencies:

Adaptability & Flexibility: Adapts to changing business needs, conditions, and work responsibilities.

Self-Motivation, Initiative & Creative Thinking: Takes action without prompting and develops fresh ideas that provide safe solutions to all types of workplace challenges.

Commitment to Quality Service: Builds and maintains client/community satisfaction with the services offered by the organization.

Confidentiality, Integrity, Ethics & Trust: Maintains confidentiality and earns others' trust and respect through consistent honesty and professionalism in all interactions.

Valuing Diversity: Helps to create an environment that embraces and appreciates diversity.

Stress Tolerance and Unflappability: Maintains composure in highly stressful or adverse situations.

Problem Solving Attitude: Approaches situations and challenges in a solutions based proactive and effective manner.

Respectfulness & Relationship Building: Builds constructive working relationships characterized by high level of acceptance, cooperation, and mutual respect.

Professionalism & Personal Boundaries: Conducts oneself with appropriate and expected professional boundaries and policies.

Work Environment and Physical Demands:

- Work is primarily performed in office setting with periodic trips to community settings, hospitals, police stations and shelter.
- Work requires the ability to ascend and descend stairs, as well as the ability to move about and position self efficiently to perform physical tasks and address emergency situations.
- Occasionally works in outdoor weather conditions.
- Work requires the ability to move or transport supplies or equipment weighing up to 30 pounds unassisted.

Acknowledgement:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

The employee's signature below constitutes the employee's understanding of the requirements, functions, and duties of the position.

Employee Name (please print): _____

Employee Signature: _____ Date: _____

DRAFT