



Job Description

Job Title: Sand Point Residential Program Manager

Department: Residential Services

Supervisor: Residential Services Director

Status: Exempt

FTE: 1.00

Salary Grade: 32

Solid Ground envisions a community beyond poverty and oppression where all people have equitable opportunity to thrive. We are committed to working with compassion, integrity, accountability, respect, collaboration and an anti-oppressions approach to end homelessness, hunger, inequality and other barriers to social justice. We value collaboration and leadership from the communities we serve. As our workforce evolves to reflect the diversity of the communities we serve, our agency and workplace will be enriched and strengthened and as such we will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency and an understanding of oppression and its impact.
- Participate in intentional learning efforts, including events relating to understanding and dismantling institutional racism and building cultural competency.

Job Summary

The Sand Point Residential Program Manager is responsible for developing and managing the day-to-day operation of service delivery for the 100 units of family housing, including family shelter. This position is responsible for staff supervision, hiring and training. The Program Manager coordinates with outside service providers, operations staff, and other Solid Ground staff located at Sand Point.

Essential Responsibilities, Duties and Tasks

Program Supervision: Responsible for the day-to-day operation of on-site programming, including coordinating and monitoring case management services. Ensure that programs are sound and services are aligned to achieve the organization's mission and strategies around the Agency Strategic Plan. Develop systems, policies, and procedures, including appropriate service models. Hire, train, and supervise staff. Provide supervision and leadership to supervisory staff and case management staff under her/his supervision. Conduct monthly audits of resident files for each case manager under his/her supervision. Conduct regular audits of Clarity database to monitor data quality and ensure that program goals and objectives are met. Promote an atmosphere of respect and work to create

opportunities for residents to be more invested in their community including, support groups, monthly community meetings and resident council. Provide leadership, oversight, and support to facilitate day-to-day operations and delivery of services within the program. Provide oversight and coordination of volunteer services.

Residential Management: Ensure appropriate occupancy levels by working with property management staff to monitor the screening and application process to ensure that families or single adults being referred to Housing units meet necessary and required entrance criteria. Work with property management staff and Operations Manager to ensure a safe and clean environment for all families.

Budget Management: Prepare annual budgets and negotiate fund source contracts for Sand Point Campus Housing. Monitor regularly to ensure expenses are within budgetary guidelines. Prepare monthly, quarterly and annual expenditure and statistical reports required by various funding sources and monitor the data collected to ensure contract compliance.

Program Development: Develop annual work plan using the Agency Strategic Plan as a guide. Ensure program quality by developing, implementing and evaluating program goals and outcome-based objectives in response to community and program needs. Work with Residential Services Director to identify additional services and fund sources. Work with Resource Development staff in the development of grant proposals and/or fundraising activities for the program as requested. Creatively seek new ideas and solutions that position the program to take advantage of new funding and partnership opportunities.

Community Involvement: Represent program in relevant community forums, coalitions, and planning processes to lead community response to homelessness.

Collaboration: Identify and communicate program issues to Department Director and Agency management. Work closely with the Residential Services Director to manage the risk for the program; create policies and procedures to prevent or respond to safety or legal issues. Integrate agency directives, policies and procedures within program services as needed. Participate in program, department and agency meetings and relevant training as required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Education and Experience

Requires one of the following:

- a) Five years of experience in a social service setting, including at least two years of experience supervising staff in the provision of housing services.
- b) Bachelor's degree in Social Work or a related field and three years of experience providing services to homeless individuals or families, including experience supervising staff in the provision of such services.
- c) Any combination of education, experience and measurable performance which demonstrates the capability to perform the duties of this position.

Also requires:

- Two years of experience in financial management, contracting and budgeting;
- Experience with crisis intervention, conflict resolution, child development and case management services for families and children with providing advocacy-based counseling services.

Minimum Qualifications:

- Demonstrated knowledge of Project Based Section 8 Program, HUD compliance, property management and tax credit programs.
- Experience managing program participants in a residential setting.
- Demonstrated planning, program development and problem-solving skills.
- Excellent communication skills, both oral and written.
- Excellent organizational abilities, initiative and attention to detail.
- Ability to work individually in a self-directed manner and as part of a team. Ability to promote team work among staff.
- Strong knowledge of computer software (Microsoft Word, Excel and Outlook). Prior experience with Clarity or comprehensive database desirable.
- Willingness and ability to work with people from a variety of racial, cultural and economic backgrounds, with various lifestyles, sexual orientations, and of all ages.
- Familiarity with issues of homelessness, domestic violence, and substance abuse, and knowledge of local resources available to assist individuals impacted by these issues.
- Access to reliable transportation, valid driver's license, vehicle insurance that meets Washington State's minimum guidelines and the ability and willingness to travel throughout King County.

Desired Qualifications:

- Bilingual in Spanish or any other languages.
- Knowledge of changing housing systems and funding environment.
- Ability to create a vision for team.
- Strong initiative in program planning and management, with a focus on accountability to communities we serve.

Anti-Racism Initiative (ARI) Expectations:

- Foster discussion and learning among staff to better understand and dismantle institutional racism.
- Abide by and support agency-wide efforts to incorporate anti-racism principles and cultural competency and standards into all hiring processes and performance evaluations.

Physical Demands/Working Conditions: This position works in an office 90% of the time and 10% of the time in the field. Employees spend 75% of office time on the computer, and 15% of office time on the phone, and meetings. Work outside the office is 7% meetings and 3% driving (10%). Position requires the employee to lift/carry up to 15 pounds rarely, 5-10 pounds occasionally and push/pull 5 pounds seldom, 1-5 pounds frequently. The employee has the ability to sit/stand as needed. Stairs required.

Hours & Compensation: This is a regular, exempt, position starting at **\$72,696-87,048 per year plus benefits**. Benefits include medical, dental, short-term and long-term disability insurance, basic life insurance, 401(k) savings plan including agency contribution and match, holiday pay, generous paid personal leave package and tax-sheltered health care and dependent care accounts. Solid Ground

employees may be eligible for a standard annual increase. The amount may be determined by an employee's union membership.

Solid Ground is an equal opportunity employer committed to workplace diversity. We do not discriminate on the basis of gender, age, race and color, religion, marital status, national origin, disability or veteran status.