



## Job Description

**Job Title:** Sand Point Residential Program Manager

**Department:** Residential Services

**Supervisor:** Residential Services Director

**Status:** Exempt

**FTE:** 1.00

**Salary Grade:** 106

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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 27 units of Permanent Supportive Housing (PSH) and carries a caseload of 10 families. This position is responsible for hiring, training, and supervising staff. Provides leadership, oversight, and support to facilitate day-to-day operations and delivery of services within the program. The Program Manager also 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 robust and services are aligned with the organization's mission and strategic goals outlined in the Agency Strategic Plan. Develop systems, policies, and procedures that should establish appropriate service levels to enhance service delivery. Hire, train, and supervise staff. Provide supervision and leadership to case management and advocacy staff under their supervision. Conduct monthly audits of resident files to ensure

adherence to program standards. Regular audits of HMIS database to monitor data integrity to ensure contract compliance. Promote an atmosphere of respect and inclusion to create opportunities for residents to invest in their community through support groups, community meetings and resident committees.

**Residential Management:** Ensure appropriate occupancy levels by working with property management staff to monitor the screening and application process to ensure that families being referred to PSH Housing units meet required entrance criteria. Work with the property management staff and the Operations Manager to ensure the housing is safe, clean, and well-maintained for both new and existing households.

**Budget Management:** Develop annual budgets and contribute insights into grant proposals and contracts for Sand Point Family (PSH) Housing. Monitor the budget or financial statement on a monthly basis to ensure expenses align with the Agency's Board Approved Budget. Prepare monthly, quarterly and annual expenditure reports to meet the reporting requirements set forth by grant sources.

**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 that directly respond to identified community and program needs. Collaborate with the Residential Services Director to identify additional services and potential funding sources. Collaborate with Resource Development staff to develop grant proposals or fundraising activities for the program as needed. Creatively seek new ideas and solutions that position the program to capitalize on new funding and partnership opportunities.

**Community Involvement:** Engage with relevant community forums, coalitions, and planning processes to support the creation and development of Permanent Support Housing (PSH) with support services, ensuring that the voices and the needs of the community are represented.

**Collaboration:** Identify and communicate program issues to the Department Director and Senior Management. Work closely with the Residential Services Director to assess and manage program risk while developing and implementing policies and procedures aimed at preventing or addressing safety and legal concerns. Integrate relevant agency directives, policies and procedures into program services as necessary, ensuring alignment with agency goals. Participate in department and agency meetings, as well as 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 the following:*

- a) Five years of experience in a social service setting, including experience providing services to homeless individuals or families, and at least two years of experience supervising staff in the provision of housing services.
- b) Bachelor's degree. Two years additional relevant experience can be in lieu of degree.

*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 teamwork 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 **\$84,329-\$109,628 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 based on gender, age, race and color, religion, marital status, national origin, disability or veteran status.***