JOB DESCRIPTION

JOB TITLE: **Santos Place and PGK Program Manager**

DEPARTMENT: Residential Services

SUPERVISOR: Residential Services Director

STATUS: Exempt

FTE: 1.0 **SALARY GRADE:** 106

Solid Ground believes poverty is solvable. Our communities are stronger when we support stability and break down the barriers to overcoming poverty. Solid Ground does both. We combine direct services with advocacy to meet basic needs, nurture success, and spread change. Through our programs, people gain stability and build skills that equip them to move forward in their lives. Through advocacy, we work toward ending racism and other oppressions embedded in our institutions, policies, and culture that hold people back from succeeding. We bring the voices of people experiencing poverty into the political process, furthering social justice, and supporting our entire community to reach its potential.

As our workforce evolves to reflect the diversity of the communities we serve, our agency and workplace will be enriched and strengthened. 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 Santos Place and Phyllis Gutierrez Program Manager is responsible for developing and managing the day-to-day operation of service delivery for the 83 units of non-time limited singles housing. This is a blended service model of permanent supportive housing and affordable housing with support services. The program manager will work/coordinate with outside service providers, operations staff, and other Solid Ground staff located at Sand Point and serve as the community liaison for resident concerns. The program manager supports program case managers and performs case manager duties in their absence.

Essential Responsibilities, Duties and Tasks:

45% Ensures that programs are sound, and services are aligned to achieve the organizations mission and strategies around One Solid Ground. Creatively seeks new ideas and solutions that position the program to take advantage of new funding and partnership opportunities. Assist with the development of systems, policies, and procedures, including appropriate service models. Provides supervision and leadership to supervisory staff and case management staff under her/his supervision. Promotes an atmosphere of respect; work to create ways/opportunities for clients to be more invested in their community including, support groups, monthly community meetings, resident committee. Hire, train, and supervise staff. 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.

30% 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. Work with Resource Development staff in the development of grant proposals and/or fundraising activities for program as requested. Develop annual work plan using the Agency Strategic Plan as a guide, with a focus on program assessment and quality. Conduct monthly audits of client files and databases for each case manager to monitor quality of program services and data and ensure that program goals and objectives are met.

15% Ensures appropriate occupancy levels by working with property management staff to monitor the screening and application process to ensure that single adults being referred to the Housing units meet necessary and required entrance criteria. Work with property management staff to ensure units meet contractual and agency standards and all relevant local codes, and work with Solid Ground Facilities Manager to ensure a safe and clean environment for all households.

5% Represent program in relevant community forums, coalitions, and planning processes to lead community response to homelessness.

5% 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 the following:

- Five years of experience in a social service setting, including at least two years of experience supervising staff in the provision of housing services.
- Bachelor's degree in social work or a related field. Two years additional relevant experience can be in lieu of degree.

Also requires:

- Two years' experience in financial management, contracting, and budgeting.
- Experience with crisis intervention, conflict resolution, child development and case management services with women and children and 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 clients 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 Safe Harbors comprehensive database is 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.

Core Competencies:
Creates vision, client-centered focus; thinks analytically; coaches and provides collaborative team building, teamwork, initiative in program planning and management; accountability and resourcefulness; integrity, community building, racial and social justice, builds diverse workforce, communication creativity, flexible and adaptable with changing system and funding environment, achieves desired results.

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.
- Provide leadership to departmental and agency anti-racism initiatives and develop and grow an anti-racist culture within each department.
- Support departmental Action Teams and set up structures and systems for responding to and implementing Action Team recommendations.
- Encourage staff participation in Anti-Racism Initiative committees and events.
- Enhance personal skill development as well as guiding managers and supervisors in their own skill development.
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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 computer, and 15% of office time on phones, and meetings. Work outside the office is 7% meetings and 3% driving (10%). Position requires employee to lift/carry up to fifteen pounds rarely, 5-10 pounds occasionally and push/pull 5 pounds seldom, 1-5 pounds frequently. Position has the ability to sit/stand as needed. Stairs required (3-story shelter building).

Hours & Compensation: This is a regular, exempt, position starting at **$87,281-$113,465 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 race, color, religion, national origin, sex, sexual orientation, gender identity or expression, age, physical or mental disability, marital status, amnesty, veteran status, citizenship, genetic information, political ideology, caste, ancestry or any other characteristic protected by local, state, or federal laws.