



*"Building strong, healthy, self-sufficient families since 1992"*

**Website:** [www.fcss.org](http://www.fcss.org)

3545 7<sup>th</sup> Ave SW, Suite 200, Olympia, WA 98502

Phone: (360) 754-9297 Fax: (360) 943-1139

**POSITION TITLE:** Supportive Housing Program Manager

**REPORTS TO:** Deputy Director

**POSITION TYPE:** Full time, Exempt.

**SALARY & BENEFITS:** \$40,000-\$45,000; DOQ. Full benefits package including: medical, dental, vision, holidays, vacation, and more.

**HOURS:** Full time 35 hours per week; typically Monday-Thursday 9:00AM – 5:00PM, Fridays 9:00-2:00PM. Occasional nights/weekends.

**About Us:** Family Support Center of South Sound is a nonprofit 501c3 multi-service agency located in Olympia, Washington, founded in 1992 to provide families and survivors of domestic violence, sexual assault, stalking, and human trafficking with coordinated supportive services in one centralized location with the mission, "*Working Together to Strengthen All Families*". The Family Support Center seeks to build strong, healthy, safe, and hopeful families through collaborative programs and services, with the goal to reduce the impacts of family and child poverty, homelessness, and family violence in the South Sound community.

**Position Summary:** The Supportive Housing Program Manager is responsible for overseeing a variety of critical services for chronically homeless households, including Foundational Community Supports (FCS) services, HUD rapid re-housing and permanent supportive housing, CHG permanent supportive housing, and outreach to unsheltered homeless households throughout Thurston County. The Program Manager will ensure all record keeping requirements are met, ensure only eligible households are enrolled in the program, and that quality services are provided. This position directly supervises two to six direct service staff, homeless outreach staff, interns, and other direct service staff supporting enrolled households. The Program Manager will collaborate closely with the organization's other program managers and ensure households served by the FCS and permanent supportive housing programs are also connected to any other internal or external resource that will help address their individual needs. This program manager is responsible for all FCS billing and program monitoring requirements as established by FCS, CHG, and HUD contracts.

**Preferred Skills & Experience:**

- Experience: 2+ years' experience working directly with households experiencing homelessness or domestic violence, as well as 1+ years of direct supervisory experience.
- Education/Training: Bachelor's degree or equivalent experience in a social service or related field.
- Technology: Proficient in computer use, including Microsoft Windows programs, and electronic data base systems such as Apricot/ Efforts to Outcomes, and/or HMIS.
- Training & Certifications: Domestic Violence and Sexual Assault advocacy certification, CPR/First Aid
- Knowledge of trauma informed care, harm reduction, housing first, golden thread documentation, supervision of direct service staff.
- Local work experience and knowledge of social service, housing, and employment resources in the South Sound.
- Bilingual, English & Spanish.

**Licenses & Other Requirements:**

- Must pass comprehensive background check.
- Washington State driver's license and fully insurable vehicle.

### **Primary Responsibilities:**

- Supervise direct service staff, including all Foundational Community Supports personnel, staff funded by CHG Permanent Supportive Housing, HUD Rapid Re-housing and Permanent Supportive Housing, and other applicable local or County contracts.
- Supervise coordinated entry outreach staff, ensuring all households experiencing homelessness in Thurston County are quickly connected to coordinated entry, with an emphasis on households who are chronically homeless.
- Provide one on one supervision meetings weekly, identify and oversee training needs and goals, address any disciplinary actions needed as appropriate, manage schedules/coverage, and support the overall team in achieving success.
- Maintain consistent communication with direct service staff and FSC management regarding status of available permanent supportive housing services (FCS, rapid re-housing, etc.), changes in eligibility requirements, etc.
- Collaborate with other program managers to ensure all households who may be eligible for permanent supportive housing and/or Foundational Community Supports services are directly connected, and that staff have knowledge and understanding of all programs and services offered by Family Support Center.
- Support other program managers with coverage and supervision needs as necessary.
- Approve direct client requests from staff; ensure expenses are tracked on appropriate spreadsheet and that expenditures meet the funding requirements.
- Review rapid re-housing and permanent supportive housing applications, ensuring households meets program eligibility requirements, file has required documentation, and identify client rental portion based on income. Issue housing coupons as funding allows.
- Review intent to rent packets, leases, and other necessary documents to issue rental contracts with landlords; approve final expenditures, issue pledges, and submit for payment.
- Ensure applicable program and funding compliance for Foundational Community Supports, Consolidated Homeless Grant, and Housing & Urban Development programs, including ensuring all necessary documentation is in the client file.
- Ensure staff are following golden thread documentation expectations; regularly review case notes and address any issues as needed.
- Maintain communications with AmeriGroup, Health Care Authority, and other Foundational Community Supports program contacts as needed.
- Participate in FCS specific meetings and training, as well as community meetings that relate to the supported housing and employment services offered. Report back key information to full staff and/or FCS funded staff as appropriate.
- Participate in HealthCare Authority Fidelity Reviews for Permanent Supportive Housing & Supported Employment programs to ensure agency services and programs adhere to best practices and standards. Lead the organization in making any recommended changes following the fidelity review.
- Complete monthly FCS billings using the Availity system; communicate with Deputy Director regarding changes in billable hours and changes in the number of units billed.
- Maintain knowledge of and understanding of housing first, coordinated entry, and other best practice modes of service delivery to ensure FSCSS is offering evidence based, best practice services to families.
- Participate in applicable coordinated entry and/or outreach specific meetings to best support coordinated entry staff. Ensure outreach operates from a place of harm reduction and housing first, and is a collaborative effort among other housing, shelter, and coordinated entry providers.
- Remain knowledgeable and up to date about outreach best practices in order to support staff effectively.
- Provide community presentations and tours as needed and develop media/outreach material specific to permanent supportive housing services.

- Participate in bi-monthly management meetings, regular staff meetings, and applicable team/program specific meetings.
- Participate in agency's on-call rotation to provide backup support to shelter staff in evenings; approximately 3-4 weeks per year. Be available to directly supervised staff when they are on-call for questions.
- Update program administrative plans to sustain alignment with changes to program policies and procedures.
- Oversee data quality within the HMIS and Apricot systems ensuring progress monitoring reports are accurate and adequately represent the outcomes of the programs.
- Ensure Annual Performance Reports for HUD programs are complete and that performance measures are met.
- Other duties as assigned.

To apply for this position, please email your professional resume, cover letter, and contact information for three professional references to [Natalies@fscss.org](mailto:Natalies@fscss.org) or fax documents to 360-943-1139 ATTN: Natalie Skovran, or mail to Family Support Center of South Sound 3545 7<sup>th</sup> Ave SW Suite 200, Olympia WA 98502. No phone calls, please.

Position open until filled.

*Family Support Center is an equal opportunity employer and service provider. Family Support Center shall not discriminate against any person on the basis of any legally protected status including, but not limited to: age, citizenship, color, disability, health condition, ethnicity, marital status, national origin, religion, sex, or sexual orientation.*