



**POSITION TITLE:** Housing First Program Manager

**REPORTS TO:** Operations Director

**POSITION TYPE:** Full time, non-exempt.

**HIRING RANGE:** \$71,000-\$73,000 DOQ; full salary range \$71,000-\$75,951

**BENEFITS:** Full benefits package including: medical, dental, vision, holidays (90 hours per fiscal year, days chosen by employee), vacation (2 weeks per year- accrued per hour worked), and sick leave (12 days/year- accrued per hour worked). 401k contribution after 12 months of employment.

**HOURS:** Full time 35 hours per week, Monday-Thursday 9:00AM-5:00PM, Friday 9:00-2:00PM.

**LOCATION:** This position is based out of our West Olympia location

**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 and Survivors*”. 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 Housing First Program Manager is responsible for programmatic development, compliance, and oversight of up to 5 direct service staff members. The Housing First Program provides case management and peer counseling services to families with a mental or behavioral health need, referred by coordinated entry and other internal FSC programs. The Program Manager supervises and guides the work of the program staff, reviews/approves/manages approximately \$60,000 annually in direct client funds, and is responsible for monthly program reporting to the Health Care Authority.

**Preferred Skills & Experience:**

- Experience: 5+ years’ experience (minimum 2 years) working in human services/ homeless services, and/or similar field. At least 2 years of program management 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.
- Proficient in the use of excel. Understanding and ability to utilize formulas to create and track budgets.
- Knowledge of rapid re-housing, housing first, harm reduction, and coordinated entry.
- Understanding of various rental assistance programs such as HUD, Consolidated Homeless Grant.
- Understanding of the intersection between mental and behavioral health conditions and barriers to housing stability.
- Detailed oriented, experience in managing complex budgets.

**Licenses & Other Requirements:**

- Must pass comprehensive background check
- Washington State Driver’s License
- Fully insurable driving record

**Duties and Responsibilities:**

- Responsible for the successful continued implementation and management of the established Housing First Program, ensuring all services align with contract requirements, and FSC’s values and service delivery style.

- Maintain administrative plan, which serves as the guide for all program staff in how to implement the program and services offered to families. Review admin plan at least 2x annually to ensure no updates are necessary; update quickly when applicable.
- Ensure households are enrolled on the program and staff have appropriate caseloads. Facilitate exiting households off the program when no longer engaged or eligible for the program.
- Review the family master list and place households off of the master list onto caseloads as interested and eligible; ensure households are not dually enrolled in Foundational Community Supports programs.
- Work with Homeless Family Services case management and program management staff to enroll households seeking peer support who may already be in housing or receiving case management from another program.
- Regularly review caseloads and ensure households are eligible for the service.
- Review data entered into HMIS and Apricot databases to ensure quality data. Verify HMIS enrollment for households served on the program.
- Prepare quarterly reports for Health Care Authority. Train Housing First program staff on how to complete their own data entry; Program Manager is responsible for spot check and verifying data quality is met and information is accurate.
- Provide 1:1 weekly supervision to peer counselors and housing first specialists.
- Support in training and onboarding of new direct service staff working under housing first program to ensure they have a full understanding of the program's requirements, eligibility, and process.
- Provide ongoing training and mentorship to direct service staff; ensure staff have ongoing trainings as required by HCA, in addition to others self-identified.
- Manage the flexible assistance budget for the program, reviewing all requests for payments for clients served under the program. Ensure all expenses are eligible, requests include proper documentation. Print, stamp, code, and submit requests for payment.
- Balance budgets and billings monthly to ensure all expenses pledged match QuickBooks; address any issues with bookkeeper and/or direct staff accordingly.
- Review client files to ensure all required documents are completed in accordance with grant requirements, including but not limited to income records, housing goal plan, housing verification, targeted prevention screening tool, etc.
- Support other program management staff as needed, which may include supervision coverage, working onsite at family shelter location as needed, etc.
- Attend community meetings as a FSC representative, such as Housing Action Team, Coordinated Entry Committee, Thurston Thrives meetings, etc.
- 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.
- Prepare and submit monthly, quarterly, and annual reports as required by funders.
- Participate in agency's on-call rotation to provide backup support to volunteers in evenings; approximately 1-2 weeks per year. Provide backup support to Housing First staff when they are on-call.
- Other duties as assigned

Individuals interested in applying should submit resume, cover letter, and three professional references via email to Hiring Department at [hiring@fscss.org](mailto:hiring@fscss.org) or by mail to 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.*