

Job Title: Manager of Everyday Day Connect Services (EDC)

Division: Project Homeless Connect – Community Services

Reports To: Executive Director

FLSA Status: Exempt

Directly Leads: PHC EDC Team

Program Description

Project Homeless Connect (PHC) strengthens and utilizes collaborations with city agencies, businesses, and organizations to provide comprehensive, holistic services, a drop-in site, special events, and through continued care for those at risk of becoming homeless, currently homeless, or transitioning from shelter to permanent housing

Summary

The Manager of EDC oversees EDC's four programs: Hearing, Dental, Vision, and Drop-In. The Manager of EDC Services ensures that the programs are delivered with compassion, efficiency, and results. The Manager of EDC Services oversees a team of 5 Service Facilitators who lead a direct service and collaborates to ensure the efficient delivery of services through our programs. Project Homeless Connect is a fiscally sponsored project of Community Initiatives. We seek a full-time Manager of Services as part of our Services Team. This position directly reports and works cohesively with Project Homeless Connect Executive Director to ensure that our program provides high-quality services.

Key Responsibilities-EDC Program Oversight

- Provide overall management and supervision to EDC program(s), including hiring and supervision of EDC staff, developing/implementing policies and procedures, budgeting, coordinating/integrating the program with other community organizations.
- Assess program needs and capacity and make program recommendations for changes to ensure that existing PHC resources are maximized (volunteers, in-kind donations, etc.)
- Monitor all programs for quality assurance for client data, customer service, and overall, ensuring that programs and services meet PHC values and standards.
- Ensure regular check-ins with partners that include maintaining positive relationships, setting, and maintaining clear expectations, setting goals and monitoring impact, and agreeing on service objectives with service partners (Some experience with Hearing and Dental programs)
- Follow up with any PHC Modified Services Plan when attending to participants' needs.
- Provide oversight and support to each Service Facilitator to ensure that the programs and services are delivered effectively on-site, at Community Days of Service, and in the community.

- Update and monitor current MOU's (Vision Volunteers and Studio Dental)
- Provide input and inform new MOUs with new partners.
- Strategize with Service Facilitators to implement program improvements to reach program goals better.

Drop-In and Core Senses Programs

- Provide oversight and support to Service Facilitators
- Ensure that the programs and services are delivered effectively in our office and the community.
- Ensure that policies are in place and updated regularly.
- Update and monitor MOU's (vision volunteers, Studio Dental, etc.)
- Strategize with Service Facilitators to implement program improvements to reach program goals better.

Program Evaluation and Data

- Ensure that reporting for programs is accurate and timely.
- Ensure an integrated way to collect participant data across programs and that the infrastructure, including database and paperwork, supports this.
- Support Service Facilitators in implementing the evaluation of their program.
- Review data to assess and forecast trends and needs across programs and make necessary changes. (Some experience with Salesforce program and budget forecasting)
- Prepare regularly scheduled reports to Executive Director and funders and provide data as requested.

Finance

- Ensure timely submission of invoices for payment of partner services
- Purchasing supplies for the department and following the disbursement process for reimbursement.
- Contribute to budget planning for the year and manage EDC Program budget.

Staff Management and Supervision

- Participate in the development, implementation, and adherence to policies

- Hire Service Facilitators– post announcements, review applications, conduct phone, and in-person interviews, and follow up with hiring documentation
- Schedule and manage to onboard for new Service Facilitators, including review of HR and organization policies and guidelines
- Manage staff mid-year and annual performance reviews
- Provide weekly supervision to Service Facilitators
- Respond to conflict and settle workplace disputes through interpretation of policies
- Ensure coverage when the need presents.
- Support Service Facilitators with crisis intervention, participant emergencies, and day-to-day services as needed.

Community Engagement

- Represent PHC Services in the community to increase education and awareness about our services.
- Get to know and develop strong relationships with social service agencies to ensure we have up-to-date information and positive relationships to make solid connections for participants.

Agency-Wide Support and Engagement

- Attend bi-weekly Manager meetings
- Participate in PHC staff meetings, training, retreats, and agency planning and offer insight from the Services perspective.
- Develop an implementation plan for new services that have been identified by leadership.
- Support the Development team in planning for and executing fundraising initiatives as needed.
- Coordinate with other Departments (Volunteer, Events, and Development) as needed to ensure that programs are supported in these areas.
- Positively represents PHC with various stakeholders, including volunteers, donors, and other community representatives.
- Occasional weekend/evening hours to support programs
- Contribute to a safe, positive, and collaborative work culture
- Other duties as assigned

Qualifications

EDUCATION and EXPERIENCE:

- **Master's in social work or related field from an accredited university**
- **10+ years related experience, or equivalent combination of education and experience, in management experience preferred.**
- **Supervisory Experience is required**
- Experience motivating the team, listening to feedback, and having the flexibility to solve problems in collaboration with the team.
- Excellent decision-making capabilities based on analytical skills and critical thought processes
- Ability to be creative and innovative in bringing solutions to problems.
- Experience working in a fast-paced environment that requires excellent time-management skills and the ability to prioritize assignments.
- Experience in Equity and Inclusion is a plus.
- Professionalism, punctuality, flexibility, and reliability are imperative
- Excellent organization skills with the ability to prioritize and manage multiple tasks and projects.
- Experience with best practices in direct services included but not limited to motivational interviewing, trauma-informed care, strength-based approach
- Ability to adapt, problem solve and make quick decisions in a fast-moving, time-sensitive work environment
- Experience working directly with individuals experiencing homelessness, crisis, or direct experience working with another marginalized population.
- Sensitivity to and Experience working with ethnically, culturally, socially, and sexually diverse individuals, communities, agencies, staff, and organizations
- Proficient in Microsoft Office, Outlook, Salesforce, and Google Docs
- Bilingual in English and (Spanish, Cantonese, or Mandarin) strongly preferred
- Demonstrated creativity in developing models of care for marginalized populations; Superb attention to detail around data and tracking systems
- Valid Driver's license

COMMUNICATION SKILLS

- Proficiency in a second language is desired; Excellent verbal communication skills are essential, including reason diplomatically and productively.
- A reputation for responsiveness, thoroughness, and accuracy.
- Excellent interpersonal and communication skills with diverse individuals and groups.
- Demonstrates a creative, team building, cooperative approach to job performance.

COMPUTER SKILLS

- Proficiency in MS Office Suite Proficiency in MS Office. Very strong computer proficiency with Excel.
- Knowledge of Salesforce database management, Internet navigation, and e-mail systems.
- Strong analytical skills. Ability to interpret data, evaluate programs and interpret outcomes.

PHYSICAL REQUIREMENTS

- Ability to lift and reach for objects and occasionally lift and move up to 25 pounds
- Ability to walk upstairs, sit and stand
- Must have close visual acuity to prepare and analyze data, text, and figures
- Ability to type utilizing a computer keyboard and the ability to work at a computer for extended periods as a primary job function

Comprehensive benefits package including:

- medical, dental, and vision
- 401k
- Fully paid basic life insurance, LTD, STD coverage
- Four (4) weeks paid vacation
- 12 paid holidays
- Four (4) floating holidays

Application Instructions

Interested candidates should submit a resume and cover letter with salary requirements.

Equal Employment Opportunity

Community Initiatives is an equal opportunity employer and gives consideration for employment to qualified applicants without regard to age, race, color, religion, creed, sex, sexual orientation, gender

identity or expression, national origin, marital status, disability or protected veteran status, or any other status or characteristic protected by federal, state, or local law.