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*­­­­­­­­­­­­­­­­­­­ Heart House Program Manager*

*Job Description Updated 5-7-2020*

**JOB REQUIREMENTS**

* Bachelor’s degree and/or 3-5 years’ experience in social work or related field.
* Advanced computer skills (Microsoft Office)
* Strong Communication skills (written and verbal)
* Willing and able to obtain training/certifications pertinent to position
* Willing and able to travel (limited)
* Ability to work with diverse populations
* Self-Motivated
* People Skills
* Strong research skills
* CPR and First Aid Certification
* Valid driver’s license

**COMPENSATION**

* Salaried
* Benefits (Health, Dental, & Vision Package)
* Vacation Package

**HOURS OF WORK**

* Must be flexible
* Schedule varies
* 8:00 a.m. to 4:30 p.m. or 8 p.m. to 8 a.m., Monday through Friday
* Must be available to work anytime on the weekends

**SUPERVISION RECEIVED**

* Reports to Executive Director

**SUPERVISION GIVEN**

* Volunteers
* Residents

**SPECIFIC DUTIES** (include, but are not limited to)

* Develop and implement necessary program modules to meet specific and on-going needs of residents within the parameters of the Heart House mission; identify needs and seek solutions.
* Communicate with perspective residents, present the Heart House Shelter Program, and answer necessary questions of the perspective resident.
* Meet with new residents, explain the programming, handbook, and all possible to assimilate resident into the Heart House Program.
* Carry out all new resident tasks such as personal inventory, drug testing, initial assessment of need, etc.
* Provide detailed case management to include, but not limited to identifying and assessing the specific mental, physical, emotional and spiritual needs of each resident and establishing personal goals, making referrals to outside agencies/organizations as applicable.
* Identify potential obstacles and set plan to overcome. Meeting daily with each resident to ensure that goal resolution is in process, providing accountability and encouragement to residents.
* Assist with recruit, train, supervise, and coordinate volunteers.
* Complete all exit interviews, evaluations, and follow up schedules.
* Maintain positive, safe environment within the shelter at all times; making no room for bullying, or disrespect between residents.
* Apply disciplinary action when deemed necessary, enforcing the established rules and guidelines set forth by the organization.
* Manage crisis intervention within shelter.
* Maintain confidential, complete, accurate and up-to-date records on all residents to include, but not be limited to, case notes, weekly goal sheets, progress notes, and all pertinent information concerning resident/staff interaction.
* Provide follow up case management for former residents for up to 90 days and more if requested.
* Assist residents with applying for public benefits (i.e. SSI, SSDI, TANF, SNAP, LIHEAP, etc.).
* Provide or arrange additional trainings as needed for residents (i.e parenting, Life sills, etc.).
* Provide designated reports to Executive Director.
* Process all request forms from the residents, communicating with any or all staff needing the information concerning the request.
* Receive and disburse donations while supplying appropriate receipts and/or recognition to donor; provide bookkeeper with data.
* Maintain various databases.
* Serve in/on appropriate and applicable community boards and organizations, as they are advantageous to the organization.
* Maintain/update resident charts and additional records as needed for reporting and funding requirements.
* Research and assist with funding opportunities (grants, fundraising, and donations).
* Perform additional duties as assigned.

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Executive Director Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_