



## FOUNDATION COMMUNITIES JOB ANNOUNCEMENT

**JOB TITLE: Supportive Services Program Manager**

DEPT: Supportive Housing Resident Services

REPORTS TO: Supportive Services Program Supervisor

FLSA STATUS: Full-Time, Exempt, Salary Range: \$47,500 – \$50,000

WORK LOCATION: Capital Studios

---

### **Position Summary:**

The Supportive Services Program Manager will serve as the lead resident services staff member promoting the health and well-being of residents through leadership and planning of effective service delivery methods. The Program Manager will lead the development of on-site grant-funded projects while working in partnership with property management, partner agencies, and other FC departments. While the primary responsibilities of the Program Manager will be leadership and planning, the Program Manager will also perform other generalist supportive services functions and work one on one with residents as needed.

### **Essential Job Functions:**

- Supervise and oversee relevant supportive services personnel. Positions include, but not limited to, Supportive Services Coordinators, Peer Recovery Specialists, Supported Employment employees, and Community Services Interns. Duties also include, but not limited to, approving timesheets and time-off requests; performing annual performance evaluations; processing invoices and payment requests; making hiring decisions for open positions; and conducting progressive staff discipline including making termination recommendations when needed.
- Develop and manage, in coordination property management, FC services departments, community partners, and social service providers, creative on-site educational opportunities, social services and community building events based on residents' needs and interests. Develop grant specific programming and data tracking/grant reporting methods and ensure key personnel are adhering to established protocol from service delivery to grant/outcome reporting.
- Provide leadership in researching, developing, and assisting in the implementation of Core Competencies for supportive housing staff, as well as identify, facilitate, create, and/or deliver training and support to staff in the development of these Core Competencies. Maintain a current and thorough knowledge of best practices in the field by staying up-to-date on relevant literature, attending trainings, webinars, and conferences. Implement best practices and disseminate material to the supportive housing staff.
- Develop and oversee a standardized process to oversee spending that is within indicated budget goals. Ensure that all invoices and payments are processed accurately and in a timely manner. Judiciously provide direct financial assistance to supportive housing residents in need and ensure all direct aid is tracked and reported appropriately.
- Establish on-going communication with residents, individually and collectively, to determine areas of need. Work collaboratively with property management, FC services departments, community partners, and social service providers to address short- and long-term needs of program participants/property residents. Ensure that all services are resident-driven and emphasize choice, flexibility, and community integration, and are culturally and linguistically competent.
- Increase participants' access to and engagement in mental health and substance abuse treatment services through an interdisciplinary team approach. Work closely with Resident Services staff, Psychiatrist, Nurse, and other partners to increase participants' housing retention, income stability, health and wellness, and social connectedness.
- Instruct classes to both groups and individual residents on life skills and related supports that help sustain

resident retention through mediating and resolving cooperative living, self-care or other problems as they arise, including coaching, limit setting and, referral to other social services agencies as needed.

- Document delivered services and/or resident contacts in accordance with grant requirements and FC documentation systems. When applicable, submit documentation by established target dates to appropriate personnel.
- Sustain resident retention through cooperative planning with property management, community partners, and engaged social service providers. Lead resolution process to address cooperative living, self-care or other issues as they arise, including coaching, limit setting and, referral to other social services agencies as needed.
- Communicate frequently with the Supportive Services team and other senior management staff to ensure information flows constantly and in both directions.
- Assist FC staff with fundraising and community awareness activities around supportive housing.

### **Other Duties & Responsibilities:**

This job description covers the main responsibilities of the position, however it is not intended to cover every aspect, and other responsibilities may be assigned.

### **Minimum Qualifications:**

- Master's degree in Social Work or related field + two years of relevant experience.
- Two (2) years of supervisory experience.
- Experience in crisis intervention services and case management.
- Demonstrated competence in working with people from diverse backgrounds and ability levels.
- Demonstrated experience communicating and cooperating effectively with a wide array of partners and stakeholders.

### **Physical Demands/Work Environment:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical demands:** While performing the duties of this job, the employee is seated in an office setting and is regularly required to see, talk and hear. The employee frequently is required to stand, walk, and sit. The employee is frequently required to use hands. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Work environment:** The work conditions usually take place in a clean, pleasant, and comfortable office setting. The noise level in the work environment is usually moderate.

### **Other:**

Foundation Communities provides an excellent benefits package including employer paid health benefits, 401(k) investment opportunity, Employee Assistance Program, paid vacation, holiday, and sick time.

*Foundation Communities is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, veteran status, sexual orientation & gender identity.*

**TO APPLY:** Send Resume and Cover Letter to [Sofia.Barbato@foundcom.org](mailto:Sofia.Barbato@foundcom.org).