Assistant Program Manager – First Step

Warren Village is a mission driven “learning organization” that is founded on six core values (collaboration, integrity, inclusion, accountability empowerment, and excellence) that drive our culture and our work. We believe in empowerment and that any person, given the right opportunities, can achieve true self-sufficiency. We want to attract candidates for this job who believe in the transformative power of individual agency coupled with collective supports.

Job Description – Summary

Warren Village First Step offers a one-year transitional housing program for homeless, low-income single-parent families. The program is an opportunity for families to become stable while working towards economic and personal self-sufficiency. The Assistant Program Manager is responsible for guiding, inspiring and supporting residents of First Step through case management, Life Skills Program coordination, and supporting program compliance and community operations. This position requires clinical knowledge of motivational interviewing, strengths-based assessment and planning with families in transition to set and reach social, educational, employment and personal goals.

Essential Duties & Responsibilities

Case Management

- Conduct weekly case management meetings with each program participant, evening flexibility is required.
- Coach individual residents to set goals, develop plans, and accomplish desired outcomes.
- Link program participants with systems that provide them with resources, services, and opportunities to work towards economic and personal self-sufficiency.
- Demonstrate an ability to develop plans with program participants, including specific interventions that will enhance the developmental, problem-solving, and coping capacities of each individual.
- Complete documentation, log entries, maintain case notes, statistics and other written information regarding program participants.
- Actively involve all 11 program participants in an assessment of education and/or career goals, providing referrals to appropriate resources. Assist with resume development and review of education and employment activities that meet individual career goals.
- Actively involve all 11 program participants in the creation of a housing plan, providing referral to appropriate resources, and assisting with obtaining permanent, affordable housing.
- Assess and recognize necessity of intervention for mental health and substance use that will enhance personal wellbeing and coping capacities for program participants.
- Conduct an assessment of each program participant’s financial situation, providing referrals to appropriate resources, and review of efforts to accomplish financial stability.

Life Skills Program Coordination

- Design a well-rounded Life Skills program for residents.
- Schedule Life Skills facilitators and develop a monthly Evening Class Calendar for residents.
- Develop and facilitate evening Life Skills Classes, as appropriate.
• Recruit and schedule volunteers for children’s evening childcare and to facilitate Life Skills Classes on weekday evenings, in conjunction with First Step Program Manager and Warren Village Volunteer Services Coordinator.
• Support evening children’s programming by maintaining a safe, nurturing and engaging environment for children participating in evening childcare.
• Serve as community supervisor to Regis University Service Learning and work study students, including site scheduling, direction of projects and student debriefing.
• Direct and support dinner preparation and clean up on nights with Life Skills Classes.
• Maintain appropriate paperwork and record of hours for all residents, facilitators, and volunteers in relation to evening classes.

Resident and Community Relations
• Promote proactive approaches to resident, organizational and community relations.
• Ensure the timely notification and correspondence with residents.
• Consistently support and facilitate resident participation in all aspects of program and housing requirements.
• Maintain the confidentiality and privacy of all clients with program participants and the external community.
• Responsible for addressing the security and safety concerns of the community, in collaboration with the First Step Program Manager.
• Attend, participate and represent Warren Village at identified internal and external meetings.
• Provide support to social work student interns’ progress toward the achievement of objectives and competencies with student’s day-to-day tasks.
• Build collateral contacts to increase number and quality of community and organizational resources.
• Support emergency on-call responses by working after hours in handling any issues that may arise while office is closed. This includes, but not limited to, responding to resident emergency safety concerns and maintenance issues.
• Share the on-call shifts equally with Program Manager to include two weekends per month and weekday coverage as scheduled
• Promote the goals of the organization through tours, presentations and written articles.
• Other duties as assigned.

Knowledge, Skills, & Abilities
1. Employee must have a Bachelor’s degree, preferred education in social work, human services or education; Master in Social Work strongly preferred.
2. Minimum of two years’ experience working with a chronically homeless population or human services, shelter care or residential programming required.
3. Bilingual (Spanish, French, Arabic or Swahili) and/or experience with culturally diverse people a plus.
4. Employee must demonstrate an ability to form a professional working relationship with clients in an empathetic, respectful and non-judgmental way.
5. Position requires strong communication skills with an ability to write clearly and concisely, excellent organizational skills and a can-do attitude. Work environment encourages individual creativity, collaboration, teamwork and professional accountability.
6. Proficiency in use of social media, Microsoft Office suite and demonstrated comfort with using web-based applications is a required skill.
7. Employee must pass a CBI and Central Registry Check.

**Salary & Benefits:** This is a full time, year round position with an attractive benefit package including medical, dental, and vision insurance as well as sick time, paid time off, flexible spending accounts, company paid Life, STD, and LTD insurance, a child care discount in our fully accredited Early Learning Center, and a matching 403(b) retirement plan. Salary is commensurate with experience and educational credentials. (This position has a 90-day probationary period.)

**To Apply:** Interested candidates should submit the following items (as separate PDF attachments) to careers@warrenvillage.org, Subject line: Assistant Program Manager

- Resume
- Cover Letter

**Only applicants selected for an interview will be contacted.**

The above declarations are not intended to be an “all-inclusive” list of the duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job.

We do not accept unsolicited resumes from recruiting agencies. Warren Village is proud to be an Equal Opportunity Employer. We are committed to equal employment opportunity regardless of race, color, religion, sex (including pregnancy or related medical conditions), national origin, veteran status, sexual orientation, gender identity, age, disability, marital status, or other protected category. If you have a disability or special need that requires accommodation, please contact us at careers@warrenvillage.org.