



Transforming Parents' Lives. Improving Children's Futures.

## **Program Manager – First Step**

Warren Village is actively seeking an energetic, passionate and skilled **Program Manager**

Warren Village is a non-profit agency committed to helping low-income single-parent families achieve personal and financial self-sufficiency. Warren Village First Step is a unique 11-unit transitional housing facility located at 52<sup>nd</sup> and Federal. Housing will be for low-income (less than 50% AMI) female-headed single-parent families who are committed to attaining their GED or Diploma and pursuing additional education and career development to promote economic advancement, enhanced parenting skills and in securing safe and affordable housing. Programming will include utilization of Mobility Mentoring® as well as aspects of Positive Peer Culture and Restorative Justice Principles.

The First Step Program Manager ensures a respectful environment through effective management of resident and community relations, program participation, property appearance, and fiscal accountability. This position assists with maintenance and daily management of the building and grounds, coordination, training and supervision of staff, as well as assisting with providing safety, structure, crisis intervention, advocacy, and problem-solving with residents. Employee must demonstrate an ability to form a professional working relationship with clients in an empathetic, respectful and non-judgmental way.

**Warren Village practices and measures diversity, equity, inclusion and culture competency as a core expectation for all positions.**

### **Essential functions:**

- Resident, Staff and Community Relations
  - Promote proactive approaches to resident, organizational and community relations including agency partnerships, collaborative meetings and program development and evaluation.
  - Consistently support and facilitate resident participation in all aspects of programming, community engagement and house rules.
  - Responsible for addressing the security and safety concerns of residents, employees and volunteers including on-call availability for after-hours crisis situations.
  - Maintain the confidentiality and privacy of all residents within the parameters of collaborative Releases of Information and within best practices with other residents and the external community.
  - Attend, participate and represent Warren Village in identified internal and external meetings
  - Build collateral contacts to increase number and quality of community and organizational resources.
  - Promote the goals of the organization through tours, presentations and written documents.
  - Provide regular supervision and training to program staff and interns, including conducting annual and quarterly reviews/evaluations.
  
- Program Compliance
  - Implement the policies and procedures of Warren Village, Fire Department, Health Department, OSHA, and all relevant government entities in a way that meets or exceeds standards

- Ensure the timely notification and correspondence with residents.
- Co-Facilitate monthly all-resident House Meeting.
- Promote resident engagement and investment in community and maintaining respect for shared spaces through Positive Peer Culture and Restorative Justice Practices to upholding WV First Step handbook policies and house rules.
- Coordinate and monitor residents' tasks and daily household chores to promote a clean, safe enjoyable space for all.
- Monitor and ensure compliance with guest policies and procedures. Monitor and maintain safety camera system with Verticomm
- Ensure that all reports are accurate and meet established timelines. Complete program documentation monthly including data reports and statistics, HMIS, Salesforce and Warren Village data systems.
- Offer input for family success, including service and goal coordination at internal team meetings and collaborative partnership meetings.
- Attend weekly supervision with the Housing Continuum Manager, monthly All Staff meetings and bi-monthly all-team meeting. Monitor and ensure compliance with visitor policies and procedures.
- Oversee Life Skills Class Calendar prepared by Family Advocate and help recruit community facilitators.
- Property, Facility Operations and Appearance
  - Coordinate, schedule and supervise First Step program staff, interns and volunteers.
  - Work with residents and other staff members to maintain safety, cleanliness and overall appearance of interior of facility.
  - Work with the WV Housing Manager to identify and manage special projects, assure the interior and grounds are kept in good repair, that the appearance is attractive, and that the building meets or exceeds all safety standards for an environment in which to work or live.
  - Work with the WV Housing Manager to ensure that all vendors are providing quality service and follow their contract services (waste removal, pest control, laundry machine services, landscaping, plumbing, annual preventative maintenance of fire system and HVAC).
  - Conduct regular site and unit inspections to identify issues or safety hazards that may impact residents, staff or the property.
  - Responsible for general upkeep of units, including putting together beds, cribs, replacing blinds, and smoke detectors as needed
  - Work with the WV Housing Manager and Maintenance Supervisor to coordinate apartment turns/repairs upon move outs.
  - Meet on-site at least monthly with the WV Housing Manager to go over facility operations, planning and needs.
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- Fiscal Accountability
  - Develop, administer, and adhere to program budget.
  - Work with the WV Housing Manager in developing, administering and adhering to a facilities budget.
  - Prepare invoice for rental subsidy reimbursement for funding.
  - Coordinate with the WV Housing Manager to obtain quotes for facility projects, facility contracts, and large item facility purchases.
  - Submits quotes, contracts and site purchases to Housing Continuum Manager for review and approval.
  - Responsible for month end process, reporting and transmittal in accordance with Warren Village policies and procedures.

- Communication and cooperation with staff and residents concerning rental and late payments, program compliance concerns and evictions.
- Oversee ESUSU rental reporting program with First Step resident enrollment and coordinate with Housing and Finance navigator for submission of monthly rent reports.

**Minimum Requirements:**

- A Master's degree or higher in Social Work, Human Services or Education.
- Two years' experience in work with chronically homeless population or human services, shelter care or residential programming required.
- On year of supervisory experience.
- General knowledge of household maintenance.

**Salary & Benefits:** \$50,000 to \$58,000 DOE. Attractive benefit package including medical, dental, and vision insurance as well as flexible spending accounts, company paid Life and LTD insurance, a childcare discount in our fully accredited Early Learning Center, a matching 403(b) retirement plan and a generous sick time/PTO package.

**To Apply:** Interested candidates should submit the following items (as separate PDF attachments) to [careers@warrenvillage.org](mailto:careers@warrenvillage.org). Subject line: **Program Manager – First Step**

1. Resume
2. Cover letter addressing the following items (responses not to exceed 300 words each):

***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](mailto:careers@warrenvillage.org).*