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| Job Title: | **Manager of NMCAA CoC Led Homeless Programs** |
| Department: | **Community Services** |
| Reports to: | **Community Services Director** |
| Grade: | **M** |
| Supervises: | **Homeless Program Coordinators 1-2, and HARA Call Center staff** |
| FLSA Status: | **Exempt** |
| Prepared by: | **Kris Brady** |
| Date: | **February 3, 2021** |
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| Purpose:  Ensures that homeless programming administered by NMCAA is consistent with the collective work to end homelessness within the communities we serve. They are responsible for excellent collaboration within the community and statewide to provide effective services to end homelessness in the NMCAA region, by managing NMCAA CoC Homeless Prevention in lock step with NWCEH goals. | |
| Essential functions:   * Represent NMCAA in the coordination, development, and maintenance of the work to end homelessness across the service region of the Northwest Michigan Coalition to End Homelessness. Work collaboratively and in a leadership role as the HARA and HUD Lead Agency with the NMCEH to develop new resources and programs as appropriate. * Participate on the NWMCEH and other CoC bodies to hear feedback on NMCAA services and systems and respond by creating and implementing continuously improving policy and procedure at NMCAA. * Represent NMCAA in the NWMCEH to continuously improve community systems related to the Rotary Charities Systems Change Accelerator initiative, the NWCHIR and the YHDP Systems. * Act as the liaison between NMCAA and State and Federal funders and peers as it relates to current and potential homeless programming. Represent NMCAA at National, Statewide, and local conferences and trainings. * Provide direct oversight and management of the two homeless prevention supervisors of CoC Led Programs, and HARA call center lead staff, supporting them to empower direct service staff to practice through a mindful, client centered and housing focused lens when working with individuals and families to end their homelessness. * Oversee the NWMCEH coordinator contract and provide feedback to the coordinator in collaboration with the NWMCEH members. Monitor the contract for fulfillment of the scope of work, notify the NWMCEH of any concerns, process contract invoices accordingly. * Annually review the Coordinated Entry System with partner agencies throughout the Northwest Michigan Coalition to End Homelessness. Create and implement NMCAA internal procedural and policy changes as determined by the NWCEH committees to be necessary. * Direct the participation of HP Supervisors and other appropriate staff, on all community interagency services teams (IST), and Continua of Care Committees, etc. Represent NMCAA as the HARA, and report HARA activities at the Continua of Care as requested, or direct staff to do so. * Develop, implement, manage, and monitor grants/contracts as necessary for the HP department Work Plan(s) and ensure compliance with grant requirements. * Analyze required budget targets and assist the homeless prevention general manager with assigned time frames for documentation and grant adherence. * Work with the CS director to write, review and/or negotiate contracts on behalf of NMCAA with partners, sub-grantees, consultants, and others as necessary in the work to end homelessness. * Assist in ongoing planning and assessment, in program recommendations, in development and implementation of programming, goals, budgets, and in program evaluation using the criteria and benchmarks of ending homelessness as well as funder required measurements. * Work with the HP Team to develop public information and coordinate activities designed to promote and support understanding and utilization of the Homeless Response System by NMCAA components, other agencies, and the community at large. * Support HP supervisors to develop and continually iterate a homeless program training manual for all activities under each funding source. * Work with HP supervisors and HP general manager to maintain and develop (as needed) all written policies and procedures for all homeless programming. * Work closely with HP supervisors who oversee HUD programming to track match and identify in-kind match sources. * Performs other related duties as required and/or assigned. | |
| Position Objectives:   * To ensure the compliance with all state and federal programmatic requirements. * To manage all programmatic aspects within Homeless Prevention. * To mentor, train, and support staff. * To represent NMCAA in a professional, supportive, and knowledgeable manner. | |
| **Measured by:**   * Results and outcomes of Homeless Prevention programming monitoring and audits. * Feedback from agency leadership, staff, and community partners. * Completion of balanced budgets in areas of control. * Flexibility to adjust to situations and react as necessary for the betterment of the work to end homelessness. * Consistent new development of or expansion of existing programs is response to community need and / or shifting funding environment. | |
| **Minimum Education:**   * Bachelor’s degree or equivalent in management, human services, or related field. | |
| **Minimum Experience:**   * 5 years’ experience in non-profit administration and management. | |
| **Essential Abilities:**   * A commitment to ending homelessness. * A commitment to the NMCAA philosophy and mission. * Ability to maintain confidentiality. * Ability to interact positively with co-workers and clients in a non-judgmental, tactful, and courteous manner. * Ability to suggest innovative approaches in completing job responsibilities. * Ability to work openly and cooperatively as a team member. * Ability to perform physical tasks to carry out specific job duties. | |
| **Minimum Skills Required:**   * Leadership * Strategic thinking * Effective interpersonal, written, and verbal communication skills * Decision making * Ethical conduct * Client focus * Results driven * Problem solving/analysis * Computer word processing, Excel, basic data management, email, and ability to work remotely when needed | |
| **Minimum Physical Expectations:**   * Physical activity that always requires keyboarding, sitting, phone work and filing. * Physical activity that always requires extensive time working on a computer. * Physical activity that often requires travel by car and/or air. * Physical activity that often requires lifting under 25 lbs. * Physical activity that sometimes requires bending, stooping, reaching, climbing, kneeling, and/or twisting to access files and records. * Physical activity that sometimes requires lifting over 25 lbs. but not more than 50 lbs. | |
| **Minimum Environmental Expectations:**   * The Manager of CoC Led Homeless Programs operates in an office setting. This position routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines. | |