



Resolving
Homelessness
Together

Housing Matters

Page Smith Community House/Recuperative Care Center Program Manager

Housing Matters partners with individuals and families to create pathways out of their homelessness into permanent housing. Housing Matters is a leader in working to end homelessness – and we want you to be part of our team. Housing Matters is looking for individuals eager to make a difference and willing to enthusiastically commit to join in our vision that homelessness in Santa Cruz County should be rare, brief and non-recurring.

Distinguishing Characteristics

Page Smith Community House (PSCH) is a transitional-housing program for 40 single male and female adults for up to 18 months. Recuperative Care Center (RCC) is a medical respite shelter program for 12 single male and female adults who are discharged from a hospital, emergency room, or other health facility and are experiencing homelessness while following an ongoing care/treatment plan. Through an advocacy-based model that employs harm-reduction strategies, the PSCH/RCC Program Manager provides residential and property oversight that supports a peaceful and harmonious living environment for its residents. This position reports to the Assistant Director of Programs.

We are seeking a candidate with strong social service, organization, communication and problem solving skills to oversee our Page Smith Community House and Recuperative Care Center.

An ideal candidate will have strong boundaries, a commitment to social justice, embrace a flexible learning work culture, and be passionate about serving the needs of our community's homeless population while striving to deliver the best possible transitional housing services.

Typical Job Duties

- Conduct ongoing program evaluations, implementing changes when necessary.
- Ensure that the program is in compliance with government grant requirements.
- Implement the PSCH and RCC programs in accordance with the parameters developed and established by the Housing Matters leadership team.
- Create a program environment that promotes permanent housing solutions to homelessness.
- Provide direct support and client services for program participants including intake, shelter support, and behavioral support.
- Assist in conflict resolution and client engagement through a trauma-informed model.
- Support guests in the process of communicating and resolving grievances with Housing Matters.
- Oversee and administer rent collection process at PSCH, including providing monthly census reports, delivering rent invoices, collecting rent and delivering late rent notices.

- Manage an active wait list for incoming residents, including assessing individuals for program fit in coordination with the PSCH and RCC staff, the Assistant Director of Programs, and partner staff.
- Meet all administrative requirements including recordkeeping, HMIS, staff meetings, etc.
- Plan and facilitate quarterly Town Hall meetings.
- Supervise and train program staff.
- Submit monthly reports to the Director of Programs.
- Collaborate with community partners including government, social service, and hospital partners.
- Monitor supplies and order as necessary.
- Schedule and organize client move-ins and move-outs.
- Other duties as assigned.

Employment Standards

Thorough knowledge of:

- Social casework objectives, principles, methods and caseload management and organization.
- Social and economic factors which influence individuals and/or households experiencing homelessness.
- Principles of human behavior and development and psychological defense mechanisms.
- Housing navigation for households experiencing homelessness
- Grant compliance and reporting.
- Principles and techniques of supervision and management.

Working knowledge of:

- Housing Matters specific programs and policies

Ability to

- Maintain confidentiality and treat participants with dignity and respect at all times.
- Communicate efficiently and effectively with team, clients, and Asst. Director of Programs.
- Supervise, manage, evaluate and coach a small team of Case Managers and Housing Navigators; encourage team building.
- e detailed oriented, highly organized, and set and meet goals and deadlines.
- Demonstrate strong computer skills; must have a thorough understanding of google suite (google docs, google spreadsheets, gmail, etc...) and Microsoft Office (Excelle, Word, etc..). HMIS experience is a plus.
- Maintain a goal oriented, positive attitude; must be able to interface equally well with staff, donors, volunteers, and the general Housing Matters community.
- Dedication and compassion for serving the community's most vulnerable, and passion for ending the cycle of poverty for homeless individuals living in Santa Cruz.

Training and Experience

- 1-3 years experience as a frontline social service provider for individuals or families experiencing homelessness.
- 1-3 years management experience preferred, preferably in a nonprofit or similar social service involving homeless service or family support.
- Bachelor's degree required; related advanced degree or professional certification preferred.
- Experience in program development, program evaluation, and measuring impact.
- Experience in grant administration and reporting.

Special Requirements

- Possession of a valid California Class C Driver's License or must be able to provide suitable transportation which is approved by the organization may be required for certain positions.

Hours:

This is a full time, salaried, benefited, exempt position. Occasional evenings and weekends required. Benefits and PTO begin after a 30-day introductory period.

To Apply

Please email a cover letter and resume to the attention of Human Resources at recruiter@housingmatterssc.org. Housing Matters is an Equal Opportunity Employer.