

Harbor Interfaith Services, Inc. | Program Manager – A Bridge Home (ABH) | Job Description

Harbor Interfaith Services (HIS) is a non-profit organization based in San Pedro, with a mission to provide food, shelter, transitional housing, childcare, and support services to the homeless and working poor in the South Bay area of Los Angeles, Service Planning Area (SPA) 8.

Harbor Interfaith Services is looking to add a full time **Program Manager** to our team. This position will be responsible for the oversight of the "A Bridge Home" (ABH) program. This is an exempt role and will primarily work Monday through Friday, 8:30am to 5:30pm. We are recruiting people who are top performers with excellent interpersonal and critical thinking skills and a fierce passion for serving the community.

Key responsibilities:

- Oversight of the overall operation of the ABH program and ensuring compliance and outcomes.
- Supervising ABH staff, up to and including case managers, resident aides, custodians, and security.
- Creating an efficient model for screening applicants, minimizing turnover and ensuring collaboration with the SPA 8 Coordinated Entry System (CES).
- Completing program reporting in an accurate and timely manner.
- Ensuring achievement of program performance measures and compliance with all funding contracts.
- Supervising staff to ensure documentation of services provided to ABH residents. Documentation may include quarterly goal statements, progress toward goal achievement, maintenance of resident case files, and ensuring HMIS data entry and compliance.
- Assisting with presentations, tours, and community awareness to increase knowledge of Harbor Interfaith programs and the ABH site.
- Ensuring upkeep and safety of the facility and reporting concerns immediately to the Facilities Manager.
- Working with onsite security, custodial staff, and resident aides to ensure resident compliance and facility upkeep.
- Attending staff meetings, case conferences, and other required meetings as schedule, as well as completing other duties as assigned.

We would like to speak with you if:

- You have a minimum of three years' experience in staff supervision and administration of a housing program.
- You have an LCSW or LMFT license.
- You have extensive experience working with at risk populations.
- You have a demonstrated ability to design, implement, and evaluate housing programs.
- You have a working knowledge of San Pedro and the South Bay education, employment, housing, and counseling resources.
- You have a management style characterized by initiative, flexibility, creativity, and strong organizational skills.
- You have a valid California driver's license, a clean driving record with no more than two driving infraction points, and adequate auto insurance

About Harbor Interfaith

We offer an inclusive environment where all are empowered to share their diverse perspectives and experiences so we can ultimately be better together. Our policies, practices, programs, activities and decisions regarding employment, hiring, assignment, compensation, and volunteerism are not based on a person's race, color, sex, age, religion, national origin, mental or physical disability, ancestry, military discharge status, sexual orientation, gender identity or expression, marital status, parental status, housing status, or other protected status.

If you are interested in this position, please send your resume and contact information to the attention of Human Resources at hr@harborinterfaith.org.

Harbor Interfaith Services is an at-will employer, meaning we or our employees have the right to terminate the employment relationship at any time, for any reason, with or without cause.