ICMS PROGRAM MANAGER

Under the direction of the Associate Director of Housing & Support Services, the ICMS Program Manager will provide strong leadership to ensure CRCD operates a safe and secure system of housing that is outcome and performance driven and that staff are focused on maintaining long-term housing stability for clients. The ICMS Program Manager position is responsible for maintaining the highest quality services and efficiency of operations, coordination with the County Department of Health Services (DHS). The ICMS Program Manager will be responsible for managing all Support Services coordinators, overseeing daily functions for Scatter Site program and provide training and leadership development to staff. The ICMS Program Manager will provide supervision and support to staff and coordinate/facilitate program collaboration amongst partner agency, public agencies, property management, and other key partners. The ICMS Program Manager will also organize and manage internal program operations, included but not limited to monitoring daily functioning of operations including attendance review and payroll records.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Ensure all clients paperwork and data collection is complete, timely, accurate, and current in agency records and electronic databases through on-going audits of electronic data bases and chart reviews
- Ensure housing performance standards of partners and funders are achieved including a minimum of 90% housing retention rate
- In collaboration with DHS Nurse, review all discharge summaries from recently hospitalized clients to ensure appropriate medical follow-up and coordination of medical care
- Provide individual and team supervision, support, and performance evaluations for assigned staff
- Ensure that direct reports provide an ongoing schedule of groups, activities, and outings designed to stabilize and improve quality of life for clients
- In coordination with the Associate Director of Supportive Housing, provide budgetary oversight of program administration and ensure program revenue and expenses are within the adopted annual budget
- Ensure adherence to funding source contracts and performance standards; prepare written reports on program activities as assigned and as required by funding sources

CONTINUED
ICMS PROGRAM MANAGER

ESSENTIAL DUTIES & RESPONSIBILITIES - CONTINUED

- Provide input, evaluation, and updates regarding programs as requested
- Provide training and leadership development to staff
- Provide supervision and support to the staff and coordinate/facilitate program collaboration amongst partner agency, public agencies and property management and other key partners
- Participate in meetings related to Homeless TAY and Single Adult Services (ages 18-59) in LA County. Develop, enhance, and expand relationships with other agencies and public entities to support TAY and Single Adults.
- Oversee All CRCD Supportive Housing Developments that provide units to TAY (ages 18-24), Single Adults (ages 18-59), and Family Units (possible 2-7 members per family).
- Produce Reports as requested by the Director of Grants & Programs at CRCD associated with the Supportive Services Department.
- Organize and manage internal program operations, included but not limited to monitoring daily functioning of operations, review attendance and payroll records
- Ensure that services to clients are reflective of CRCD model, which emphasizes customer choice, harm reduction, and psycho-social rehabilitation
- Provide guidance to staff as needed, including in emergencies & crisis situations
- Be available to respond to emergency calls and situations on a 24-hour basis
- Assist in the screening, assessment, and enrollment of clients, including orientation to program policies, assignment to case management staff, and determining client’s interest in enrolling to a Mental Health Center as their primary mental health provider and other wellness centers to stabilize housing
- Uphold CRCD’s Mission Statement and 5 Year Strategic Plan

MINIMUM QUALIFICATIONS

1. Bachelor’s degree in related field, or an equivalent combination of education and experience
2. Minimum of four years’ full-time experience working with the homeless, preferably those living with mental illness and/or substance addictions
3. Detail oriented with excellent time management, organizational, written, verbal, interpersonal, and computer skills
4. Able to work in a high tolerance Harm Reduction model with clients who have multiple barriers

CONTINUED
MINIMUM QUALIFICATIONS - CONTINUED

5. Self-Starter with ability to stay ahead of the curve and thrive in a fast-paced environment
6. Strong interpersonal and team building skills
7. Experience working with homeless youth, single adults, and families
8. Reliable, flexible team player who works well with minimal supervision, who has a good work ethic, and an ability to set and maintain personal boundaries
9. Demonstrated ability to work multiple projects simultaneously, meet deadlines
10. Preferred two years of supervisory experience
11. Reliable transportation: valid driver's license, and car insurance as required by law, as appropriate