



PROGRAM MANAGER (Hope Hall)

Summary of Position: Under the immediate supervision of the VP of Program Operations, the Program Manager is responsible for providing leadership in the provision of comprehensive support services to Veterans who require low barrier/low demand supports due to homelessness, mental health or substance use, and other significant barriers to living independently. The Program Manager is also responsible for all oversight of the services and physical structure for Hope Hall. The PM will also be the primary contact with the VA Liaison to ensure a productive relationship that supports contract and performance outcome expectations.

Position Type: This position is exempt and reports to the VP of Program Operations.

Essential Functions: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The functions listed below are representative of the knowledge, skills and/or ability required for the position. Reasonable accommodations may be made to individuals with disabilities to perform the essential functions of this position.

- Responsible for all hiring and supervisory functions for Engagement Specialists, Support Specialist, and Service Coordinator
- Monitor, direct or perform day- to-day operations of the program to ensure that policies and procedures are being followed, that goals and objectives are being met, and that services and projects are being accomplished efficiently and effectively.
- Provide outreach, build, and maintain strong relationships with community partners specifically focusing on identifying referrals of Veterans for Hope Hall intakes
- Maintain a positive working relationship with the VA Liaison ensuring adherence to contract expectations and performance measurements
- Work collaboratively with Service Coordinator to facilitate all intakes and discharges within prescribed timeframes
- Insure the preparation and entry of required data to maintain contract compliance and service monitoring
- Actively contribute to the building and maintaining of a healthy and successful organizational culture.
- Maintain a flexible schedule with the Service Coordinator to provide on-site support 7 days per week and be available 24 hours per day to provide support for staff and residents, including maintaining health and safety at Hope Hall
- Coordinate with landlord and contractors to maintain the property
- Monitor all budgetary aspects including monthly billing, expenditures, and payroll
- Present a positive and collaborative image of Volunteers of America of Illinois in all collaborative work with outside partners, including seeking volunteers, donations, and other community resources
- Uphold mission and values of Volunteers of America of Illinois.

Other Duties: As assigned by the supervisor.

Work Environment: Generally, this position operates in a professional office environment; however, this position requires frequent travel in and around the community by utilizing a personal vehicle or other methods of transportation. The hours of work are generally Monday through Friday, 9:00 AM to 5:00 PM.

Physical Demands: Physical demands are a part of the essential functions of this position especially as it relates to the capacity to move freely around the community in a vehicle, transport clients, etc. Reasonable accommodations for the physical demands of the essential functions of the position can be considered and made when possible in response to a specific request.

Qualifications:

- Possess strong leadership skills, work effectively with diverse populations and manage sometimes unpredictable crisis situations.
- Must be highly organized and detail-oriented, proficient in basic data entry and Microsoft Office
- Possess excellent written and verbal communication skills
- Have a passion for working with Veterans who have experienced chronic homelessness
- Requires a person with flexibility to work day and evening hours, including possible weekends and holidays as needed, and be available on call 24 hours per day, 7 days per week
- Preference is given to qualified applicants who are Veterans.

Education and Experience:

This position requires a master's degree from an accredited college or university and at least four years of related clinical experience.

Volunteers of America of Illinois provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Reasonable accommodations are available and will be provided to qualified applicants and employees with disabilities. Generally, the individual with a disability must inform VOA of IL that an accommodation is needed.

Job Type: Full-time