



Job Description

Position Title: Program Manager
Program: Outreach and Engagement Center
Supervisor: As indicated on the organizational chart
FLSA Status: Exempt (Salary)
Effective: December 2021

Summary: Under the general direction of the individual indicated on the Agency Organizational Chart, the Program Manager position oversees and manages all aspects of the Outreach and Engagement Center. The Outreach and Engagement Center Manager will ensure that individuals who are experiencing homelessness are offered brief respite and information, advocacy and referrals for continued assistance and support after they leave the Outreach and Engagement Center. The manager is responsible for recruiting and retaining staff, managing the operations of the Center and reporting outcomes.

The Outreach and Engagement Center is a program designed to provide respite for adults experiencing homelessness who are referred to us from City of Sacramento Department of Community Response, Sacramento County Park Rangers or the City of Sacramento Impact Team who are camping in the immediate vicinity of the Center. The Center is a place to receive support, services, linkages and to gain hope for a resolution. This program is designed to provide a safe environment for individuals who are in need of relief from the stresses of homelessness, and who need assistance in accessing services and resources. The Outreach and Engagement Center is open and welcomes individuals 24 hours a day / 7 days a week by referral invitation only. Services will be offered from a Trauma informed perspective and will utilize Motivational Interviewing and other Evidence Based Practices as appropriate.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

- Support individuals with active listening, demonstrate empathy and carry a message of hope and recovery
- Ensure that Best Practices of mental health recovery are taught and implemented.
- Observe, assess, intervene and refer (within one's scope of practice) in situations with clients regarding mental health symptoms, physical health symptoms and substance use issues.
- Ensure the safe, effective and efficient implementation of direct services to clients in accordance with established policies, procedures and standards of care.
- Coordinate guest care with community resources as applicable using online direct referral and closed loop referral tools such as "UniteUS and Find Help".
- Accurately complete all necessary forms, reports and paperwork required by the funder on a timely basis (e.g., progress notes, special incident reports, discharge summaries, , HMIS, ViSpdat and other reports as required).
- Ensure that direct report staff is informed regarding pertinent Agency business.

- Connect with partner organizations and programs as needed to ensure appropriate and sufficient referrals and to receive updated community information.
- Follow and apply all personnel policies seeking appropriate consultation when necessary.
- Assess, train, and support direct reports including interns/volunteers to ensure quality services.
- Ensure for the review, evaluation and screening of relevant employment applications. Interview and check references on job applicants. Make hiring recommendations to the appropriate management team member.
- Review program budget, make recommendations for budget changes/adjustments and major purchases and ensure the programs remains within budget limitations.
- Provide after-hours service/back-up and crisis intervention on a rotating basis in applicable programs.
- Ensure for the accuracy and timely completion of data collection, reports, and client charts.
- Assist with assigned organizational development activities, grant writing and other major projects.
- Requisition and purchase household, maintenance, office and program supplies as applicable.
- Act as a designated Mandated Reporter for the observed or suspected abuse and/or neglect of children, disabled individuals, dependent adults and elder/senior citizens. Mandated Reporter also includes “Duty to Warn” which includes the responsibility to notify authorities and the intended victim(s) of physical harm.
- Assist in guest concerns and complaints, intervene in, and/or oversee, crises and emergencies as they occur.
- Ensure the accurate screening and assessment of admissions and discharges in conjunction with contracted criteria.
- Ensure that the Center and surrounding environment is clean and fit for occupancy, where applicable. Provide and assist with cleaning as needed.
- Ensure that onsite Kennel operation is managed in a clean and safe manner.
- Ensure the protection and confidentiality of all Protected Health Information (PHI) by following all policies and procedures in the Agency HIPAA Manual.

Supervisory Responsibilities: Directly supervises employees in the assigned program. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Measures of Performance: The Program Manager shall be considered to be performing in an acceptable manner when the following have been accomplished:

1. Interpersonal Skills – Responds promptly to colleagues and/or client needs. Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control managing difficult or emotional situations; Remains open to others' ideas and tries new things; Shows respect and sensitivity to all people including those with cultural differences; Promotes a harassment-free environment; Treats people with respect; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values. Reacts well under pressure.

2. Communication – Speaks and writes clearly; Listens and gets clarification; Tailors the content of speech to the level and experience of the audience; Uses appropriate grammar and choice of words; Organizes ideas clearly; Responds well to questions; Demonstrates group presentation skills; Participates in meetings; Ensures that others involved in a project or effort are kept informed about developments and plans.
3. Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback constructively; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed; Is open with other team members about his/her concerns; Is able to see the merits of perspectives other than his/her own; Demonstrates openness; Makes agreements/commitments and follows through.
4. Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
5. Quality and Quantity – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality; Meets productivity standards and completes work in a timely manner.
6. Attendance/Punctuality – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
7. Problem Solving – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Weighs the cost, benefits, risks and changes for success in making a decision; Switches to a different strategy when an initially selected one is unsuccessful.
8. Visionary Leadership – Displays passion and optimism; Inspires respect and trust; mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates; Exhibits confidence in self and others' inspires and motivates other to perform well; gives appropriate recognition to others.
9. Managing People – Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self-available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies feedback (internal and external); Fosters quality focus in others; Improves processes, and services.; Continually works to improve supervisory skills.
10. Planning/Organizing – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans. Displays original thinking and creativity; Meets challenges with resourcefulness.
11. Initiative – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Identifies what needs to be done and takes action before being asked or when the situation requires it; Does more than what is

normally required in a situation; Seeks out others involved in a situation to learn their perspectives; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

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

Education and/or Experience:

- Mental Health Rehabilitation Specialist (MHRS) Certification is desirable. MHRS Certification requirements are:
 - Master's Degree or PhD and two years of full time equivalent (FTE) direct care experience in a mental health setting; OR
 - Bachelor's Degree and four years of FTE direct care experience in a mental health setting; OR
 - Associate of Arts Degree and six years of FTE direct care experience in a mental health setting. At least two of the six years must be post AA degree in a mental health setting. (FTE experience may be direct services provided in a mental health setting in the field of: Physical Restoration, Psychology, Social Adjustment, Vocational Adjustment.)
- Demonstrated knowledge of and the ability to teach the principles of social rehabilitation.
- Demonstrated knowledge of group work principles and the ability to work effectively with groups.
- Knowledge of community organizations and community resources.
- Work experience with persons who have substance abuse problems, preferably individuals who are dually diagnosed (mental health & substance abuse) is highly desirable.
- Knowledge of 12-Step Programs and/or personal experience with substance abuse recovery is highly desirable.
- Consumer of mental health services or a family member of a mental health consumer is desirable.

Language Skills:

- Demonstrated ability to read, analyze and understand directions and documentation in English.
- Excellent English written communication skills, with demonstrated clarity and accuracy in writing, grammar, and punctuation.
- Excellent English verbal communication skills with the ability to effectively communicate with Agency employees, clients and all individuals inside and outside the Agency.
- Demonstrated abilities in effective verbal/written communications to include rehabilitation planning, case noting, and statistical reporting and evaluation.
- Demonstrated ability to prepare correspondence independently.
- Bilingual or multi-lingual skills desirable.

Mathematical Skills:

- Demonstrated ability to work with numbers and advanced calculations (add, subtract, multiply and divide, using whole numbers, common fractions and decimals) using a calculator.

Reasoning Ability:

- Ability to interpret a variety of instructions and documentation presented in various forms.
- Ability to define problems, collect data, establish facts and draw valid conclusions.
- Ability to solve practical problems that deal with abstract and concrete variables.

Computer Skills:

- Knowledge of, and experience working with, Microsoft Word, Outlook, Excel and the internet.
- Experience with computer database programs.

Certificates, Licenses, Registrations:

- Provide own vehicle, possess a valid California Driver’s License and current vehicle insurance. Driving record must meet, and continue to meet the generalized driving guidelines used by our insurance broker.
- Must have at least 3 years of driving experience.

Other Skills and Abilities:

- Ability to pass clearance of the Federal Bureau of Investigation (FBI) and/or Department of Justice (DOJ) background screenings.

Physical and Emotional Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The inability to cope with a stressful work environment does not constitute a protected disability.

While performing the duties of this job, the employee is required to:

V – Very Often / F – Frequently / O – Occasionally / R - Rarely							
Sit	v	Use keyboard	v	Stoop, kneel, crouch or crawl	o	Hear	v
Stand	v	Use hands to feel	v	Climb or balance	o	Talk	v
Walk	v	Reach with hands/arms	v				

Must occasionally lift or move up to 25 pounds. Specific vision abilities required by this job include: close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

The Agency’s client population may consist of homeless individuals with a persistent mental health diagnosis which employees may come into contact with. In addition to mental health issues, this population may also have a variety of physical health issues and communicable diseases.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.