



CAPTAIN

Community Human Services

Lifting people up. Building brighter futures.

543 Saratoga Road, Glenville, NY 12302
(p) 518.399.4624 • (f) 518.399.8663

5 Municipal Plaza, Suite 3, Clifton Park, NY 12065
(p) 518.371.1185 • (f) 518.383.7997

www.captaincares.org

Job Title: Supportive Housing Program Manager (Full Time, Exempt)

Program: Supportive Housing

Reports to: RHY Director

Job Category: Program Manager

Hiring Range: \$34,000-\$44,000

Job Summary:

The Supportive Housing Program Manager is responsible for the day-to-day implementation of the Supportive Housing for Homeless Youth program. This position provides quality integrated services to meet participants' goals towards good tenancy, employment and/or education. The Program Manager oversees management of Supportive Housing Program and works in partnership with the RHY Director to oversee program implementation, establishing and managing partnerships with public and private organizations, measuring and monitoring success of individuals in program, building organizational capacity to deliver desired outcomes, reporting on program outcomes, fundraising and budgeting. Work in partnership with property management and individuals in program to address issues related to lease agreement compliance. Provide case management and support to individuals in supportive housing program to cope with physical, medical, social, financial, and psychosocial needs. Responsible for screening and interviewing potential clients, developing action plans and goals with clients, connecting clients with additional resources including training, education, healthcare, and financial, assisting clients with problem solving, providing support and encouragement, and monitoring client success. Ultimately the goal is to complete moving on plan to achieve ability to live independently.

Telecommuting and Remote Work Policy:

Generally, work from home is not a viable option for this position as there is a significant need for telephone support and in-person support of clients and community partners at the office. Working from home will be considered in unusual circumstances and only when program coverage can be fully provided.

Duties and Responsibilities:

Program Implementation:

- Provide support services to residents from move in until move on; includes developing resident directed goal plans, creating action steps and connecting residents with appropriate resources needed to meet goals; includes a minimum of one scheduled meeting per week.
- Assist residents in identifying education, employment or volunteer/civic engagement goal plans.
- Fiscal education and budgeting, payment of rent on time, employment preparation and search activities, education support, or volunteer activities.

- Provide life skills trainings and work intensively on individual needs to remove barriers to self-sufficiency.
- Developing resident workshops and actively bringing in community partners and resources to meet residents' needs related to education, employment or volunteer/civic engagement goal plans.
- Complete resident assessment at intake, quarterly and at program exit; document and complete reporting as defined in program procedures.
- Encourage adherence to building rules and lease; including documentation of incidents and reporting required and defined in program procedure.
- Plan and co-facilitate monthly resident meeting; encourage resident participation in the planning and implementation of events including inviting community partners. (optional attendance)
- Conduct scheduled health and safety unit inspections to encourage and support responsible habits and identify possible maintenance issues; complete appropriate follow up, documentation and reports as defined in program procedures.
- Ensure a safe physical environment for residents to prevent and reduce injuries and illness, notify property management of any unsafe conditions.
- Maintain accurate records of all services provided to youth and submit billing to the CAPTAIN CHS Finance Department in a timely manner.
- Ability to understand and interpret federal, state, local regulations.
- Strong oral and written communication skills
- Excellent interpersonal skills
- Planning, organization skills, task prioritization.
- Ability to collaborate and network
- Competence using Microsoft Office Suite
- Maintain First Aid and CPR credentialing
- Complete and document 40 hours of training annually.
- Attend monthly CAPTAIN CHS All Staff meetings facilitated by Executive Director.
- Promote Agency Mission. Adhere to policies, procedures and guidelines as defined by CAPTAIN Community Human Services employee handbook.

Qualifications:

- Bachelor's degree from an accredited college or university. Case Management experience is required, preferably with youth and/or young adults. Two to Five years of experience in the field of Human Services required.
- Preferred Master's degree from an accredited college or university
- Must possess a valid Driver's License and provide evidence of appropriate vehicle insurance coverage.
- Must possess excellent organizational and interpersonal skills, and demonstrate flexibility and initiative.

Employer Disclaimer:

- Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their direct supervisor.
- This job description does not create an employment contract, implied or other than an "at will" employment relationship.

Employee Signature: _____
____/____/____

Date:

Direct Supervisor Signature: _____
____/____/____

Date: