

HONOLULU COMMUNITY ACTION PROGRAM, INC.

POSITION DESCRIPTION

POSITION TITLE	: Program Manager
PROGRAM	: Homeless Shelter
FLSA STATUS	: Exempt
REPORT TO	: Director Community Services
SUPERVISES	: Resident Manager, Case Managers, Program Aide

INTRODUCTION

The Program Manager has primary responsibility in the design, development and implementation of a comprehensive program to provide transitional shelter and other services for the homeless population.

Oversees day-to-day program operations of the transitional shelter including supervision and training of personnel. This position requires “on-call” duties and responsibilities consistent with a shelter environment operating 24/7.

CORE COMPETENCIES

1. Communications - Must be able to communicate and work effectively with people of diverse social, economic and racial backgrounds. Must have the ability to read and write English at a high school level.
2. Teamwork – Has the ability and desire to work cooperatively with others on a team and as appropriate as a team leader. Demonstrates interest, skill, and success in getting groups to learn to work together.
3. Problem Solving – Has the ability to systematically identify and define a problem, determines the cause of the problem, identify, and prioritize and select alternatives for a solution, and implement a “best fit” solution
4. Build Collaborative Relationships/Teamwork – Develops and maintains win/win relationships and partnerships. The ability to develop, maintain, and strengthen partnerships with others inside or outside the organization who can provide information, assistance, and support.
5. Decision Making/Problem Solving/Analytical Ability – Able to make difficult and appropriate decision in a timely manner.
6. Self Development – Has the ability to demonstrate self-initiative and motivation for continuous learning, personal development and personal growth.

ESSENTIAL POSITION RESPONSIBILITIES includes the following. Other duties may be assigned:

1. Develops and implements goals, objectives, policies and programs aimed at promoting self-sufficiency in shelter clients.
2. Coordinates resources; monitors programs and services and expands financial resources. Helps prepare grants and responses to proposals to increase funding for homeless programs.

3. Develops an evaluation process including financial and documentation systems for all homeless services. Monitors program activities and prepares written and verbal reports regarding program development as required.
4. Works with HCAP Center Managers and other community organizations to assess current needs, reduce gaps in service or eliminate duplication of services.
5. Works with local providers and community partners to ensure that staff are knowledgeable about available resources for residents.
6. Hires, trains and supervises staff in a manner consistent with applicable law and HCAP policies and procedures. Conducts staff performance appraisals and ensures discipline and corrective actions are administered appropriately.
7. Manages the work schedules of the staff to ensure proper staffing levels are maintained at all times in order to provide a safe, healthy and clean environment for all residents, staff and visitors.
8. Assures implementation of outcome measurements for jointly-funded programs.
9. Insures adequate health & safety standards of the shelter are maintained at all times including compliance with Department of Health and Fire Department regulations.

MINIMUM 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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION

Bachelor's Degree in social work, psychology, human services, sociology, business or public administration or a field related to working with homeless population. Master's degree in appropriate field is preferred.

EXPERIENCE

Three (3) years of professional level experience managing human service and/or social service programs with emphasis on homeless programs.

CERTIFICATES, LICENSES, REGISTRATIONS

- Must have valid driver's license and properly licensed and insured automobile.
- CPR and First Aid certificates are up to date.

REQUIRED SKILLS, KNOWLEDGE & ABILITIES

- Able to handle crisis situations.
- Able to maintain program/client/agency confidentially, and treat each individual with dignity

and respect.

- Able to set and observe appropriate personal limits and boundaries, especially with respect to shelter guests.
- Able to handle potentially volatile situations.
- Strong conflict mediation and negotiation skills.
- Able to work with staff and community social services providers cooperatively.
- Able to deal effectively with a variety of people, situations, problems and changes.
- Able to work alone and as part of a team.
- Intermediate math, analytical, and budgeting skills.
- Intermediate computer skills (Microsoft Word, Excel, and Outlook).
- Organizational skills (complete paperwork, meet deadlines, etc.); ability to multi-task.
- Strong supervisory skills.

DESIRED SKILLS, KNOWLEDGE & ABILITIES

- Knowledge of the characteristics of low-income areas and the community resources on Oahu.
- Knowledge of the multi-ethnic cultures common to Oahu.

PHYSICAL DEMANDS/WORKING CONDITIONS

	Never/ Rarely	At Times	Often/ Constant
Work Locations : in doors			X
Work Locations : outdoors			X
Work Locations : sitting			X
Walking/standing			
Bending/crouching/reaching, etc	X		
Lifting/carrying - light (up to 10 lbs)		X	
- medium (11 to 20 lbs)		X	
- heavy (over 20 lbs)		X	
Contact with hazardous materials	X		
Dust, smoke, odors, noise, etc	X		
Travel - inter-island		X	
Travel - long distance (mainland, international)	X		
Use standard office equipment (including PC keyboard)			X

Approved: _____