



## **South Bay Program Manager**

### **About:**

Alliance for Housing and Healing is a non-profit organization founded 35 years ago with a mission to mitigate the interrelated problems of homelessness and chronic diseases like HIV/AIDS. We have since evolved to become a major provider of human services in Los Angeles County, serving over 2,000 people annually. With an annual budget of \$12M, we provide direct housing to chronically homeless persons and their families living with HIV/AIDS; connect homeless patients experiencing high barriers to acuity with permanent supportive housing and other wraparound services; and increase client access to care and support. By reducing chronic homelessness, we reduce HIV/AIDS viral loads and eliminate the disease for the next generation.

### **Job Description:**

The Program Manager is responsible for overseeing program operations, including direct supervision of Regional Office staff. The Program Manager will be responsible for implementing programmatic policies and procedures to ensure contract compliance.

### **Responsibilities**

- Provide direct supervision to the Regional Office staff in accordance with organization's policies and procedures.
- Provide Regional Director feedback and appropriate follow-up on staff's progress and performance. Responsible for the evaluation of staff's performance.
- Participate in the recruitment and hiring of staff. Responsible for employee training.
- Coordinate administrative tasks, such as but not limited to timecards, mileage reimbursements, coordination of vacation schedules, paid time off, and coverage for absenteeism.
- Coordination of intake screening process for clients seeking housing services.
- Assigning clients and other work-related tasks to staff.
- Provide technical assistance and support to Regional Office staff as it relates to housing and financial assistance applications, housing plans, identifying appropriate community resources, etc.
- Review client financial assistance applications for accuracy and compliance.
- Facilitate team meetings and supervisory sessions. Responsible for aiding in the development of positive team relationships.
- Coordinate and document client grievances, appeals, and incidents in the regional office in accordance with the organization's policies and procedures.
- Establish positive working relationships with local government offices and community-based organizations. Attend community meetings.
- Monitor program/client physical and electronic files, conduct audits and implement quality assurance procedures.



## Alliance for Housing and Healing

- Ensures compliance with grant-mandated policies, procedures and systems.
- Prepare internal/external reports on client services and activities to private and government funders.
- Make recommendations on Alliance programs and administrative policies to the Regional Director.
- Operate office machines, such as photocopiers, scanner, facsimile machines, voice mail systems and personal computers.
- Adhere to agency policy, procedures and the professional code of ethics.

Other duties as assigned by supervisor.

### **QUALIFICATIONS:**

- Bachelor's degree in a social science discipline and two years of experience in a supervisory/management role **OR** four years' minimum experience in a supervisory/management role.
- Experience working with persons with HIV/AIDS, chronically ill, mentally ill, homeless, and/or individuals with substance abuse histories.
- Excellent verbal and written communication skills.
- Sensitivity to cultural and socioeconomic characteristics of population served.
- Great people skills and ability to work with a diverse population.
- Well-organized and detail-oriented with the ability to handle multiple tasks while meeting deadlines.
- Ability to work both independently and as part of a team.
- Working knowledge of Microsoft Office.
- Must have access to a car; valid CA driver's license and proof of auto insurance.
- TB screening required annually.

### **Notices**

Alliance for Housing and Healing is an equal opportunity employer. We want to have the best available persons in every job. Alliance's policy prohibits discrimination based on medical conditions, pregnancy, childbirth or related medical conditions, breastfeeding or related medical conditions, perceived medical conditions, race, religious creed (including religious dress and grooming practices), color, sex, gender, perceived sex or gender, gender identity, gender expression, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation, genetic information, citizenship status, Uniform Service Member and Veteran status, transgender status, sex stereotypes, domestic partner status, political affiliation or belief or any other basis protected by federal, state, or local law or ordinance or regulation. All such discrimination is unlawful. Alliance is committed to compliance with all applicable laws providing equal employment opportunities. Alliance's anti-discrimination policy applies to all persons involved in the operation of Alliance and prohibits unlawful discrimination by any employee of Alliance, including supervisors, co-workers, and third parties doing business



## Alliance for Housing and Healing

with Alliance such as vendors, independent contractors, unpaid interns, volunteers, and others doing business with Alliance. This policy governs all aspects of employment, including advertising, recruitment, testing, selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Alliance will consider for employment qualified applicants with criminal histories in a manner consistent with relevant legal requirements, including the City of Los Angeles Fair Chance Initiative for Hiring Ordinance, where applicable.

Any employment agency, person, or entity that submits a resume to Alliance, or to a hiring manager does so with the understanding that the applicant's resume will become the property of Alliance. Alliance will have the right to hire that applicant at its discretion without any fee owed to the submitting employment agency, person or entity. Alliance, will only work with agencies who have currently executed fee agreements with Alliance and have been engaged on a search.

### **To Apply:**

Please send you resume and cover letter to Yesenia Akers at [yakers@alliancehh.org](mailto:yakers@alliancehh.org).