



Position Description

Title	Program Manager, Grants Per Diem (GPD)
Reports to	Director, Transitional Programs
Location	Building 116
Type	Exempt, Regular Full-Time

How this position supports our Mission:

The Program Manager for GPD is responsible for the overall management and delivery of quality services to participants of the GPD (116 and Oasis) and VOC Program.

Responsibilities

- Responsible for the delivery of all Program services outlined in the VA program guidelines and any funding proposals. Is responsible for guiding the team to meet targeted outcomes, maintain a quality standards of care, and ensuring the supervision of staff to achieve programs goal.
- Responsible for a method to provide continuous evaluation of program effectiveness; improve operations; streamline work processes; and work cooperatively with the New Directions management team, the Veteran’s Administration and community partners to achieve stated outcomes.
- Supervises, trains, evaluates and monitors the performance of staff to maximize their effectiveness and success. Conducts weekly staff meetings and regular case file review.
- Conducts reviews on the performance of the program and the team members responsible for program outcomes in a timely manner to insure program goals are met. Documents any issues or concerns affecting program performance and communicates them to the appropriate members of the staff and the Program Management Team.
- Develops and manages program activities related to assessment, evaluation, case managements and supportive services to participants which are handled by direct reports. Collaborates with the Clinical Director to ensure mental health needs and expectations are met.
- Prepares monthly reports on program status and outcomes for agency and partners. Reviews case notes for completeness and compliance with contractual requirements. Ensures general internal and regulatory/fiscal contract compliance; Ensures data integrity in HMIS and other tracking tools.
- Meets regularly with supervisor and other department heads to ensure that services are integrated and information is shared throughout the agency.
- Maintains the highest of ethical standards and confidentiality and holds all New Directions employees accountable for the same standards and ethics.
- Shares responsibility for 24 hour on call coverage as determined by department needs.
- Other duties as assigned.

Required Education Experience and Skills

- Education: Master’s degree in social work or equivalent experience required.
- Minimum three years supervisory experience required.
- Experience serving veterans who are homeless, low income or overcoming substance abuse required.
- Minimum two years of program development required.
- Must be able to employ critical problem solving techniques, build teams and resolve conflicts. Strong organizational, leadership, people management and writing skills required.

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- Ability to set clear staff and program expectations as well as monitor their implementation required.

Work Conditions/ Physical Demands

- High level of concentration and attention to detail for extended periods of time required.
- Ability to communicate effectively using all methods of communication with residents, individuals in the organization at all levels, outside agencies, partner organizations and consultants.
- Ability to quickly organize and communicate thoughts and to understand communications from others.
- Complex reading and writing skills with the ability to read, proof, and analyze complex documents.
- Ability to see, hear, and talk clearly in order to receive instruction and to give instructions to others.
- Ability to work independently, with others, around other, have verbal contact with others, face-to-face contact with others and prioritize work and make decisions.
- In this position you will be in contact with individuals and/or families in crisis who may be ill, using alcohol and drugs, have mental illnesses, and who may not be attentive to basic personal hygiene, health and safety practices. You may experience a number of unpleasant sensory demands associated with the client's use of alcohol and drugs, and lack of personal hygiene. As a result you must be prepared and able to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations
- 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.
- This is sedentary work in an office setting. While performing the duties of this job, the employee is frequently required to stand, sit, walk, stoop, talk, hear, reach above and below shoulders; use hand and finger dexterity, keyboarding and making and receiving telephone calls. The employee may be required on occasion to lift and or carry up to 20 lbs.
- This position requires employees to perform work out of the office on occasions and at alternative facilities.

Employee Signature:

Date:

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