



St. Vincent de Paul Job Description

Title: *Homeless Outreach Team Program Manager*
Reports to: *Executive Director*
Schedule: Full-time Exempt: Monday-Friday with occasional evenings and weekends as needed.
Updated: 07/28/2021

Position Summary:

The Homeless Outreach Team (HOT) manager offers direct supervision of outreach case management services, which provide 1:1 service to clients with a history of chronic homelessness including mental health, physical health and substance use challenges.

Duties and Responsibilities:

- Homeless Outreach Team manager provides oversight of five outreach case managers located primarily in San Rafael and Novato, but case managers may be assigned to other locations throughout the County.
- Homeless Outreach Team manager attends County and community-based meetings on a regular basis, representing SVDP interests. These meetings consist of Coordinated Entry, MCOW meetings, Veterans Outreach, Chronic Case Conferencing, as well as agency management and leadership meetings. Additional meetings and trainings will be assigned throughout the course of this position but may not be listed here.
- HOT manager will work with the Program Analyst to ensure all data is being appropriately entered by HOT case managers to ensure accurate reporting for internal and external use.
- Homeless Outreach Team manager monitors financial spending and budget adherence for the department, working closely with the business office. This includes monitoring spending of direct reports, petty cash, and authorizing payments to vendors as well as emergency spending for clients and use of department equipment (including vehicles).
- Homeless Outreach Team manager participates in case conferencing, problem solving, advice and support to outreach case managers.

In addition, the Homeless Outreach Team manager will:

- Demonstrate a commitment to the St. Vincent de Paul Society's goals and Statement of Conviction and a desire to work for a social service agency serving the poor and chronically homeless with mental health and substance use diagnosis.
- Adheres to ethical business practices by striving to perform in a manner that conforms to the highest standards of ethical behavior, integrity, and honesty.
- Maintains confidentiality of all agency and client related information.

Leading and Managing

- Manages information and knowledge of changes within the organization.
- Provides strong, supportive leadership and management principles including identifying strengths and barriers of staff and using strength-based, reflective supervision to develop staff to their potential.
- Responsible for communicating changes within Agency policies as well as changes and updates within the community that might impact clients and the work of case managers.

- Works with Human Resources manager to ensure proper onboarding and ongoing training of department as required by law and approving time-off requests.
- Homeless Outreach Team manager will have strong problem solving/decision making skills and be able to quickly identify problems, create interventions and solutions as well as jump in and assist where necessary using critical thinking and judgement to deal effectively with the situation.

Qualifications:

1. Candidate will have a minimum of five years of experience working with homeless populations, using a strengths-based model, Motivational Interviewing, and evidence-based practices.
2. Skills Required: MS Office, Outlook, Excel, Word, and the ability to write non-clinical documentation.
3. Ability to multi-task, complete documentation, and report on time.
4. Ability to work non-traditional hours (evenings, weekends, and holidays when necessary).

Work Environment:

St. Vincent de Paul Society is an equal opportunity employer serving high need clients struggling with mental health, substance use and homelessness. The work environment is consistent with social service environments requiring sensitivity to clients, volunteers, and visitors both indoors and outdoors and walking outside and up/downstairs to access multiple working spaces.

Additional Requirements May Apply:

- *Can operate standard office equipment such as computers, copiers, scanners, fax machines and telephone.*
- *Can use telephone operate/type on personal computer for up to 8 hours per day while sitting.*
- *Can concentrate in reading and writing for up to 8 hours per day.*
- *Can lift books, files, or binders up to 10lbs in compliance with the organization’s safety standards to a maximum distance of 20 feet.*
- *Can bend legs to retrieve or file documents in lower drawers.*
- *Can reach to a maximum of 15 inches upward to obtain books or files from shelves.*
- *May need to walk or stand to meet or engage with clients.*

Signatures:

This job description has been approved by all levels of management:

Name	Title	Date

I understand the requirements, essential functions, and duties of the position:

Employee Name	Date

