POSITION TITLE: Housing Programs Manager
POSITION TYPE: Full-Time Position
REPORTS TO: Director of Programs
SALARY: Salary is dependent on experience

Agency Description

NPHY is the most comprehensive service provider for the thousands of homeless youth in Southern Nevada, serving hundreds of youth through our core programs and touching the lives of thousands more through outreach each year. NPHY’s programs stabilize homeless teens’ lives, meeting their immediate needs and providing a safe, supportive environment and a path to self-sufficiency. Through our work with homeless youth, NPHY creates productive, healthy adults who contribute to society. For more information on NPHY’s life-changing programs for homeless youth, please visit http://www.nphy.org.

Strengthening and complementing our high-quality direct services for homeless youth, NPHY is dedicated to advocating for the Vegas Valley’s homeless youth population and serves as a leader in systems-level efforts to eliminate homelessness among Nevada’s youth. For more information on NPHY’s work to create and lead The Movement to End Youth Homelessness in Southern Nevada, please visit www.nphy.org/themovement.

Agency Culture

In addition to offering medical, vision, and dental coverage, and retirement benefits, NPHY offers a positive family-style work environment: we encourage each staff member to cultivate their unique talents and training and come together as a strong, synergistic team to better serve homeless young people. While working in a challenging yet rewarding field, you will be surrounded by compassionate, energetic, fun, happy, and friendly staff members who are like-minded people and love what they do. In addition to everyday interactions with youth, NPHY offers countless opportunities for youth and staff to experience new and fun things together, such as annual family camping trips, quarterly staff outings, regular client outings, hiking trips, and much more, to help the NPHY family create stronger bonds and model positive relationships and healthy boundaries with the young people we serve. NPHY also offers quarterly training to better equip our staff with up-to-date continuing education, skills, and resources to best serve and respond to a wide array of situations and needs. NPHY believes in learning, growing, and challenging ourselves to always be and do better, and strives to lead our staff and community to always seek new and innovative ways to best serve our target population.

Effective 02/2020
**Position Definition**

Under the direction of the Director of Programs, the Housing Programs Manager is responsible for managing the day to day operations of NPHY’s client-based housing programs, including Rapid Rehousing, Transitional Housing, and other forms of housing programs. This includes participating in the planning, organizing, and coordinating the programs to achieve all programmatic and client related goals and functions. Housing Programs Manager will also manage the Residential Case Managers responsible for maintaining an assigned caseload of residential program youth, and the Direct Care Staff team responsible for providing supervision, support, and basic skills training to the residential program youth. Housing Programs Manager is responsible for managing NPHY facility operations by working with the Director of Programs and the Facilities Department to ensure all NPHY properties and capital equipment are properly maintained. Housing Programs Manager is responsible for improving the quality of life of homeless youth in Nevada by maintaining and enhancing programs by identifying and addressing challenges and opportunities in the state of Nevada.

**Essential Responsibilities**

**Case Management:**
- Responsible for the day to day independent living stability of unaccompanied minors or transition age youth.
- Advocating for clients and assessing abuse and/or neglect; link clients to necessary services/resources; create and submit mandated abuse/neglect reports and follow up with progress of response.
- Supports the case management team when needed to ensure smooth and effective service-delivery to all clients (i.e., serve as a back-up in providing direct client services to the case management team, or supporting and leading in crisis management, etc.).
- Plan and coordinate client outings with the Housing Program Department and Director of Programs to provide frequent opportunities for clients to engage in positive and healthy activities in the community.
- On-call for program and client emergencies and crisis.

**Management:**
- Responsible for coordination and management of NPHY’s comprehensive client-based programs, NPHY Housing Programs and Operation Go Home (family reunification services).

*Effective 02/2020*
- Maintain the highest level of morale, personal and professional growth, motivation and performance with each staff member.

- Supervise the Social Workers and Direct Care Staff managing caseload of residential program clients on a regular basis and as needed. Will be expected to be on-call for urgent matters that require guidance in problem-solving.

- Ensure that Case Management and Direct Care Staff are working with clients to create opportunities for educational or employment advancement using NPHY and community resources.

- Ensure client population served is receiving quality services and work to identify methods to maintain and improve programs and services.

- Ensure implementation of agency goals, objectives, and policies, including ensuring that all programs meet (and exceed) various local and federal grant requirements and outcome expectations.

- Plan, coordinate, and facilitate regular (weekly and monthly) meetings with Residential Case Managers, Direct Care Staff, Therapist, and other appropriate staff as needed to review and update client case plans, upcoming events and opportunities, and to promote continuous enhancement of service-delivery and positive work culture.

- Complete regular one-on-one meetings with each staff member to establish work plans, set goals and objectives, review progress, and recognize individual and team contributions.

- Responsible for providing regular training opportunities to housing program staff to encourage and promote continued education and training.

- Responsible for conducting regular evaluation and maintenance on record keeping, data input, client case files, reports, and documentation for all housing programs, to ensure accurate reporting.

- Manage NPHY client data in the Homeless Management Information System (HMIS) with a focus on outcomes, accuracy (data quality), and detailed program service placement structure.

- Build, develop, and evaluate client programming offered such as life skills classes, basic skills training curriculum, special events, etc.

**Operations:**

- Responsible for managing NPHY operations and facilities including supervising the improvement and maintenance of agency capital equipment and all housing properties.

- Ensure accuracy of employees’ time sheets, mileage logs, and any other documents submitted by the staff member before submission to the Director of Programs and Finance and Operations Department for processing.

- Supervise and approve Purchase Order Requests and any other financial requests submitted by employees for Director of Programs to review.

Effective 02/2020
- Assist in interviewing and hiring Housing Programs staff as assigned by Director of Programs; train and acclimate new employees to new roles while providing monthly one-on-one supervision meeting.
- Fiscal management of client savings, petty cash and gift cards, company credit card and donations.
- Plan, brainstorm, create, review, and implement services and programs that enhance the lives of homeless youth served at the agency.
- Provide program organizational and budgetary analysis in order to implement and improve effective outcomes and improve the quality of life of homeless youth in Nevada.
- Provides the Director of Programs and Executive Director with complete, accurate and timely reports, data and supporting information.
- When appropriate, work with the Development Department in developing and structuring new grant opportunities and creation of new programs.
- Attend and participate in grant funded conferences in or out of state and represent the agency in a professional and positive manner.

Community Relations:

- Build and maintain relationships between NPHY and current/potential donors and volunteers; contribute to the development of collaborations and partnerships in the state of Nevada for all present and planned NPHY programs.
- Build and maintain community collaborations and relationships between NPHY and other agencies.
- Manage the NPHY/UNLV social work student field education program as the NPHY agency field instructor and mentor participating students each semester.
- Lead, manage, and participate in the Youth Coordinated Entry System’s daily Care Coordination Meeting and monthly Matcher Meeting. This includes advocating for the overall improvements for homeless youth getting connected to necessary housing services.
- Represents the Partnership and participates in meetings with the general public, community groups, local business and civic leaders and other charitable organizations (as assigned by the Executive Director).
- Participate in media interviews as assigned by the Executive Director
- Perform other duties and assignments as needed.

Requirements

- A minimum of a Bachelor’s Degree in Social Work from an accredited college is required.
- Required that candidate is a Licensed Social Worker (LSW) in the State of Nevada.

Effective 02/2020
• Must be at least 21 years of age, can successfully pass a drug-test and criminal background check.
• Experience working in residential case management, homeless housing programs, and crisis management/de-escalation required.
• Experience working with youth is strongly preferred.
• Current Nevada Class C driver’s license.
• Proof of acceptable driving record and reliable transportation.

Qualifications

• Demonstrate leadership ability, team management, high level of professional and ethical standards, and interpersonal skills.
• Prior knowledge/experience working in management or supervisory role; Ability to effectively supervise and manage multiple staff members.
• Knowledge/experience in implementing, developing, and managing programs that are targeted to assist homeless youth.
• Knowledge of community resources such as transient youth care providers and employment/educational resources.
• Knowledge and training on the matters relating to homelessness, LGBTQ, human trafficking, runaways, immigration, substance abuse, behavioral health, mental health, child welfare, and juvenile justice system.
• Knowledge of issues and best practices for homeless and runaway youth, ages twelve to twenty-four.
• Ability to communicate professionally and effectively both orally and in writing.
• Ability to help develop and maintain a program budget.
• Ability to drive a motor vehicle, walk, lift and carry items up to 40 lbs., push, stoop, kneel, and stand for long periods of time.
• Ability to work weekends and evenings, should expect to be available “on call” any given day of the week.
• Ability to travel in state and out-of-state.
• Knowledge of current and applicable state laws in reference to minors, i.e., tobacco use, substance use, prostitution, CSEC, etc.
• Knowledge of confidentiality laws and ability to adhere to them.
• Knowledge of Office Suite programs (Word, Excel), internet, and web based email, as well as software and technology typically found in the workplace.

Benefits

• The Nevada Partnership for Homeless Youth offers a competitive benefits program including three weeks Paid Personal Leave and eleven paid holidays per year.
• Licensed Social Workers receive up to two days of company paid time off for CEU training and up to $200 for CEU or licensing expenses per year.
• NPHY also offers fully paid medical, dental and vision insurance plans for its regular full-time employees. Employees can also participate in an incentivized company sponsored 403(b) [retirement plan], and voluntary insurance plans.

How to Apply & Deadline

• If you are interested in this position and possess the above mentioned qualifications, please email cover letter and resume to hr@nphy.org, or fax to (702) 685-0764.
• Position is open until it is filled.