



Program Manager – Housing is Recovery (Elgin)

Summary of Position: Responsible for overseeing the implementation of strategies that drive the Housing is Recovery program at VOA Illinois. This includes but is not limited to establishing, and building partnerships with key stakeholders, engaging in collaborative planning and formalizing frameworks that support the development, marketing and performance of the program initiatives.

Position Type: This is a Full-Time, Exempt position that reports to the Director of Rapid Rehousing Services and manages a staff of four to five employees. This position is nonexempt and reports to the Program Manager.

Essential Functions: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The functions listed below are representative of the knowledge, skills and/or ability required for the position. Provides outreach, case management services, and assists participants to obtain benefits.

- Provide operational oversight for launch and development of new programs, including establishing processes, workflows, connections to partners, program goals and benchmarks.
- Supervise staff and/or direct team members to ensure successful implementation of day-to-day program operations.
- Facilitate meetings of stakeholders and subcontracted partners, develop relevant meeting materials, set agendas and provide minutes/key takeaways in a timely manner.
- Complete and provide regular program reports to IDHS and other relevant stakeholders.
- Conduct program orientations and training for agency staff.
- Ensure all transitional housing and permanent housing placements comply with all relevant regulations and requirements.
- Supervise a team of 4-5 staff providing services directly to clients.
- Assist with crisis intervention and de-escalation as needed.
- Work with data and performance team to plan and oversee annual program audits
- Ensure programmatic compliance by evaluating progress toward outcomes and conducting site visits, and maintaining relationships with partner agencies and other stakeholders
- Uses databases such as ServicePoint and HMIS for data entry.
- Upholds the mission and values of VOA Illinois at all times.

Other Duties: As assigned by supervisor.

Work Environment: Generally, this position operates in a professional office environment; however, this position may also require frequent travel in and around the community by utilizing a personal vehicle or other methods of transportation. The hours of work are generally Monday through Friday, 9:00 AM to 5:00 PM, though may be required to work some evening/weekend hours.

Physical Demands: Physical Demands are part of the essential functions of the position. The individual must be able to remain in a stationary position throughout the workday, operate a computer and other office productivity machinery, and frequently communicate with clients and employees of VOA Illinois. The individual must be able to move, traverse, and travel in the community in a vehicle, assist clients in and out of a vehicle, and transport clients in the community.

Qualifications:

- Demonstrating project management experience or experience building programs or initiatives.
- Supporting a caseload using strategic and solutions-oriented approach.
- Ability to synthesize information, identify opportunities, appropriately assess risks and benefits, build support for strategies and manage execution.
- Excellent professional written and verbal communication skills; experience in sales or marketing is a plus.
- Demonstrate work ethic and integrity; self-motivated with the ability to prioritize, meet deadlines and manage changing priorities in a fast-paced environment.
- Excellent interpersonal skills, professional presence and ability to interact with diverse audience.
- Good working knowledge/skills for Microsoft Office Suite products including but not limited to; Word, PowerPoint, Excel required.
- Knowledge of Coordinated Entry strongly preferred.

Education and Experience:

- Master's Degree preferred. Master's or Bachelor's degree in public policy, public administration, social work, business administration or related discipline or equivalent degree or comparable experience.
- A minimum of 1 year prior experience with HMIS and coordinated entry.
- A minimum of 4 years of experience in the field of social services, property management or related experience with homeless services; housing programs preferred.
- A minimum of 3 years experience working with populations experiencing severe and persistent mental illness and/or SUD.

Volunteers of America of Illinois provides equal employment opportunities to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Reasonable accommodations are available and will be provided to qualified applicants and employees with disabilities. Generally, the individual with a disability must inform VOA Illinois that an accommodation is needed.

Job Type: Full-Time