



PROGRAM MANAGER - SSVF

About Us: Volunteers of America is a national, faith-based nonprofit organization founded over 125 years ago. VOA Illinois is one of the oldest affiliates of the Volunteers of America family delivering strength-based trauma-informed, gender-responsive and culturally sensitive programs and services at the highest standards of excellence to our clients. We have never stopped reinventing our services and we continue to innovate based on our communities' evolving needs. VOA Illinois, a certified "Great Place to Work," fosters an organizational culture focused on faith, innovation and collaboration. Year after year VOA IL expands and promotes from within, holding a workforce with over 50% having experienced promotion. Check out our careers page to find more opportunities at [PAYCOMONLINE.NET](https://www.paycomonline.net).

Position Type: This is a Full-time, in-office position with occasional work from home opportunity and requires a 40-hour week on average. May include occasional weekend and/or evening hours as assigned.

Environment: Physical demands include sedentary work, operating a computer and other office productivity machinery with frequent communication with clients and colleagues of VOA Illinois and others involved in the care and custody of clients. The individual hired must be able to move, traverse and travel in the community in a vehicle, assist clients in and out of a vehicle if necessary and transport clients in the community.

Core Competencies: To perform this job successfully, an individual **must** be able to meet or exceed the following;

- Drive engagement and communication with clients that embodies empathy, patience and emotional intelligence.
- Advocate for clients using active listening to determine resources and meet various needs.
- Collaborate with VOA colleagues, outside organizations or vendors, etc. to connect clients and obtain necessary resources.
- Display discipline in managing time and attention to assigned caseload, tasks or projects.
- Exercise prudent stewardship of agency resources.
- Exhibit cultural competence while serving clients of diverse backgrounds and commit to expanding knowledge and understanding of different communities and people groups.
- Demonstrate ethical and professional behavior at all times.
- Engage with trauma-informed care approach and practice principles.
- Recognize and display ability to de-escalate and resolve conflict as necessary.

Program Overview: Support Services for Veteran Families (SSVF) is a comprehensive program for Veterans who are struggling in crisis or at risk of serious instability in their lives. The program provides Veterans with the support, resources and hope they need to successfully win "the war at home" and achieve their full potential in all areas of their life, by working on a personalized service plan with our Veteran Services team. Our team offers a full continuum of supportive services and interventions that are individually tailored to meet the unique needs of each Veteran.

Essential Functions: Under the immediate supervision of the Senior Director of Rapid Rehousing & Homeless Prevention, the Program Manager is responsible for the leadership and oversight of advancement services provided within the Support Services for Veteran Families (SSVF) program. Support services include but are not limited to housing stability, financial literacy, referrals and on-going client case coordination. Ensures that staff provides high quality supportive services designed to promote stability to eligible very low-income Veteran families. This position is responsible for coordinating initiatives and ensuring excellence in service delivery within the program.

The functions listed below are representative of the knowledge, skills and/or ability required for the position. Reasonable accommodations may be made to individuals with disabilities to perform the essential functions of this position.

- Provide continuous supervision to team members conducting individual one on ones and annual performance reviews.
- Conduct regularly scheduled meetings with assigned staff to guide and assess support services, fostering a positive work culture that values excellence and celebrates success.
- Design, promote and sustain practices focused on service excellence for all program participants, implementing the True North Project service delivery model with direct staff.
- Summarize support service activities and report results to appropriate staff and administrators. Coordinate current services and plan for future services in collaboration with the Senior Director.
- Propose policies and changes to enhance the effectiveness of the program. Assist in data collection and reporting for federal and local grants.
- Collaborate with key external partners on initiatives aimed at ending Veteran homelessness in the communities served by the True North Project.
- Represent the interests of the agency, the program and the participants in networking and public relations opportunities. Take responsibility for the appraisal of your own work and professional development.
- Deliver services with sensitivity to clients' cultural and socioeconomic characteristics while upholding the mission and values of the agency, serving as a role model to others.

Other Duties: As assigned by supervisor.

Education and Experience:

1. Bachelor's degree in a relevant field such as social work, public administration, human services or a related discipline.
2. Minimum of 2 years in a supervisory role, ideally overseeing teams across multiple locations.
3. Master's degree in related discipline, LSW/LCSW preferred.
4. Microsoft Office

Compensation and Benefits: Base Salary Range: \$53,000 - \$60,000

- BCBS IL Medical Dental, Vision
- 403b/403b Matching
- Paid-Time Off
- Life Insurance
- PSLF
- Employee Assistance Program (EAP)
- Flexible Spending Account (FSA) / Health Savings Account (HSA)

- Referral program
- AFLAC Supplemental Insurance options

EEOC Statement

VOA Illinois understands that it takes diversity of thought, culture, background and perspective to create a truly impactful organization and strongly encourages women, people of color, LGBTQ+ individuals, persons with disabilities, members of ethnic minorities, foreign-born residents and veterans to apply. Candidates interested in working with VOA Illinois should feel motivated to apply even if they do not match every requirement, as we understand the value of transferrable skills and passion for service.

VOA Illinois provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, gender identity or expression, age, sexual orientation, national origin, disability, veteran status or any other characteristic protected by state, federal or local law. Reasonable accommodations provided to qualified applicants and employees with disabilities upon request.