



PROGRAM MANAGER-RAPID REHOUSING

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 and requires a 40-hour week on average. May include occasional weekend and/or evening hours as assigned. This is an Exempt position that reports to the Director of Rapid Rehousing Services and manages a staff of four to five employees.

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: VOA Illinois' Rapid Rehousing Program provides short-term rental assistance and services. The goals are to help people obtain housing quickly, increase self-sufficiency, and stay housed. It is offered without preconditions such as employment, income, absence of criminal record or sobriety, and the resources and services provided are typically tailored to the needs of the participant.

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. Responsible for overseeing the implementation of strategies that drive rapid re-housing initiatives. 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.

- 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 All Chicago.
- Conduct program orientations and trainings for agency staff.
- 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

Other Duties: As assigned by the supervisor.

Education and Experience:

1. 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.
2. A minimum of 1 year prior experience with HMIS and coordinated entry.
3. A minimum of 4 years of experience in the field of social services, property management or related experience with homeless services; housing programs preferred.

Compensation and Benefits: Base Salary Range: \$52,000 - \$59,000

- 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.