



Job Title: Family Promise Program Manager
Reports To: Executive Director

Department: Family Promise of Larimer County
FLSA: FT, 32-36 Hours, Non-Exempt \$18-20hr DOE

Organization

Founded in 1961, House of Neighborly Service assists and advocates for people challenged by the effects of poverty or situational crisis by providing basic need services.

About Family Promise of Larimer County

Family Promise of Larimer County, an affiliate of Family Promise National, is dedicated to helping homeless and low-income families with children in the Larimer County area to achieve sustainable independence through a community-based response. We provide a Housing-focused shelter program, case management, day center services, and community resources.

Responsibilities

The Family Promise Program Manager will oversee all aspects of Family Promise of Larimer County to ensure the program has the necessary resources to deliver on its mission. This position will maintain positive relations with HNS staff and programs, community partner entities, church partners, volunteers, and donors. Simultaneously the Program Manager will ensure the operational effectiveness of the programs and provide inspiration, leadership, and vision to FP staff and volunteers. Program Manager must be available to work some nights and weekends, as well as be rotationally on-call.

Specific duties include but are not limited to:

Case Management

- Provide case management to families participating in the programs.
- Ensure Family Promise of Larimer County meets HNS organizational outcomes and FP National outcomes, including but not limited to: resources to deliver on its missions, ensuring families are cared for, and handling any family crisis swiftly and compassionately. Including,
 - Create and implement programs to enhance services provided to clients.
 - Create partnerships in the community that will facilitate positive outcomes for FP case management (landlords, employers, nonprofit partnerships, etc.)

Management

- Supervise case manager and provide additional support to families.
- Conduct staff reviews and provide supervision and feedback as necessary.
- Provide monthly program reports to HNS Executive Director.
- Work with Finance to execute annual budget.
- Supervise volunteers and interns as needed.
- Manage Hotel Shelter Program, Bridge Housing Program, and Day Center.

EQUAL EMPLOYMENT OPPORTUNITY

House of Neighborly Service (HNS) is dedicated to the principles of equal employment opportunity to all individuals based on job related qualifications and ability to perform a job, without regard to race, creed, color, ethnicity, national origin, religion, sex, sexual orientation, gender expression, age, physical or mental ability, veteran status, military obligations, marital status, genetic information, or any other applicable status protected by state or local law. In addition, HNS will provide reasonable accommodations for qualified individuals when appropriate

Administrative

- Ensure procedures are documented and adhered to for all processes.
- Ensure staff is up to date with programming databases/sites (ex: Salesforce, First Advantage background checks, UniteUs, HMIS, FP National affiliate site, Realities for Children KindConnect, Coassemble, Google docs, etc.)
- Be on-call for emergencies during off-hours as scheduled. Oversee on-call scheduling of staff.
- Maintain records on operations, guests' outcomes and programmatic outcomes.
- Provide monthly reports for the executive director.
- Provide quarterly and annual statistics and other information to Family Promise National and grant funding reports.

Community Relations

- Increase positive awareness for Family Promise of Larimer County
 - Represent the Affiliate to government partners, corporations and other nonprofit partners.
 - Build relationships and regularly communicate with supporting agencies in the community. Actively participate in providers' groups and other forums. Meet with community organizations to inform them of Family Promise of Larimer County
 - Work with HNS Development to ensure that brochures and digital media are regularly updated.

Financial and Fundraising

- Ensure that expenses are satisfied and financial objectives are obtained to carry out the programs of Family Promise, i.e. hotel expenses, gift card distribution, grant funding, etc.

Minimum Qualifications

- Experience in social work/case management, nonprofit management, administration or related field.
- Strong written and verbal communication skills, and public speaking ability.
- Have excellent organizational skills (managing shelter families, bridge housing schedules and leases, church schedules, day center program, community meetings, etc.)
- Confidence and calming characteristics to address problematic situations (families, volunteers, community partners, police, DHS, etc.)
- Leadership and supervision experience.
- Demonstrated experience working collaboratively with community partners, congregations, volunteers, and corporations.
- Knowledge of homeless service provision models and programming, local housing authorities, social service agencies and general assistance programs.
- Maturity, compassion and empathy for our guests and an ability to relate to individuals from many different racial, ethnic, religious and class backgrounds.

Additional Requirements

- Knowledge of basic computer software, Microsoft programs, browsers and electronic communication tools.
- Ability to be a self starter in tasks and projects.

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Culture

- Approach daily tasks, projects, and follow-up communication with energy and thoroughness.
- Show respect and appreciation for others, including HNS and Life Center clients and partners.
- Be punctual to work and meetings.

Servant Leadership

- Genuine interest and action in helping others.
- Genuinely and consistently treat co-workers, donors, and Life Center partners like they are the most important person including eye contact, a smile and a genuine "Thank you".

Teach-ability

- Consistent eagerness to learn, listen, apply knowledge and accept feedback.
- Strong initiative and vision for continuous improvement while contributing to a positive team atmosphere.

Dress Code

- Meets HNS dress and grooming expectation in support of professional, clean and welcoming environments for donors, volunteers, and co-workers.

Efficiency

- Demonstrate pride and ownership of their work while meeting expected deadlines.

Staff

Date

Human Resources

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