

The United Planning Organization (UPO) is the designated Community Action Agency for Washington, District of Columbia, and has served the residents of the District since 1962. Our **Vision** for the future is “UPO’s Washington: A city of thriving communities and self-sufficient residents”; our **Mission** is “Uniting People with Opportunities.”

The Shelter Hotline Program, Community Health Division, is seeking an energetic and experienced individual to join our dynamic workforce. The ideal candidate must be a self-starter who is able to work in a fast paced, ever changing work environment, and a team player with the ability to lead and supervise a diverse team of drivers and dispatchers who are tasked with transporting Washington DC’s homeless population to and from shelters throughout the city. The Shelter Hotline program operates 365 days per year, anywhere from 17-24 hours per day, depending on the season. This future employee will be expected to deliver a high level of customer support and service to both internal and external customers. The final candidate will need to have the right complement of skills, personality, and professionalism.

All qualified applicants are encouraged to apply for this position or any other position currently advertised on our website. Please visit us at www.upo.org to view all of our vacancies and to learn more about our company and services.

POSITION: Program Manager
DIVISION/OFFICE: Shelter Hotline Program - Community Health Division
BULLETIN No: 14092019
SALARY RANGE: Commensurate with Experience
OPENING DATE: September 13, 2019
CLOSING DATE: Open until filled
FIRST SOURCE: N/A

MAJOR DUTIES:

Plan, administer, and supervise Shelter Hotline operations and programs for the provision of transportation and outreach services to homeless individuals and families in the District of Columbia. Plan and administer a year round (365 day) transportation and outreach program. Manage and supervise staff and consultants. Develop and execute budgets for the program. Collaborate with government, outreach and social services agencies, and homeless program service providers.

BRIEF DESCRIPTION:

- Develop, update, and implement policies and procedures for Shelter Hotline operations to include: acquisition, maintenance, and operation of vehicles; outreach and transporting the homeless; management of communication systems; and tracking, reporting and managing incidents.
- Plan and coordinate the recruitment, hiring, and orientation of staff based on contractual and agency mandates.
- Assess staff training needs and design training programs to meet the needs.
- Design and implement schedules, assignments, and operational activities for hypothermia and hyperthermia seasons utilizing manifests, call logs, and other reporting methods.
- Assess and evaluate Hotline operations continuously to ensure appropriateness of schedules and operations.
- Develop and implement statistical and other reporting formats to capture data on program operations to ensure effectiveness, and to report to funding sources.
- Ensure compliance of Hotline operations with contractual mandates.

- Develop and maintain an effective outreach strategy to assist homeless persons in accessing shelter and other supportive resources.
- Assist the Division Director in establishing partnerships with homeless services agencies and organizations, both public and private.
- Participate in meetings with funding sources, partners, and UPO divisions and offices.
- Participate in the Division's strategic planning.
- Supervise and evaluate the performance of direct reports, utilizing UPO's performance management systems; i.e., yearly performance evaluations and progressive discipline protocols.
- Provide reports or other information on performance outcomes to the Division Director, as requested; ensure data entry into various UPO automated reporting systems, e.g., COO and CASA.
- Prepare position papers, and other information relating to budget and program matters for discussion, presentation, and distribution to UPO staff, funders, and community organizations and groups.

MINIMUM QUALIFICATIONS:

Bachelor's degree in social work, public administration or related field and 3-5 years experience in human services, public administration, management, policy, or planning. Must have experience in managing transportation operations or logistics environment of similar size, scope and complexity. Strong leadership ability and the ability to plan, evaluate, and organize. Excellent written and oral communication skills. Strong time management and organizational skills and the ability to manage and prioritize multiple projects; ability to handle pressure and meet deadlines. Proficient skills in Microsoft Office. Comprehensive geographic knowledge of the District of Columbia, social service providers and community resources. Possess a valid driver's license. Must be insurable for agency bonding and liability purposes. Flexibility to work variable schedules including evenings, weekends and holidays. Knowledge of budgeting and expenditure controls.

DESIRED QUALIFICATIONS:

Experience in managing homeless services programs. Ability to prioritize tasks, analyze data, problem solve, think critically and create and improve organizational systems. Proven success in improving work processes and leading change in a complex, fast environment. Excellent critical thinking skills and the ability to effectively solve problems.

OTHER REQUIREMENTS:

In the event that an offer is extended, the candidate will be required to successfully complete a criminal background check and/or FBI fingerprinting, as well as pre-employment drug screening, as applicable for the position.

To be considered for this position:

Submit your resume to upojobs@upo.org or fax your resume to 202/319-3237.