

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.”

UPO is committed to attracting and retaining outstanding and diverse staff who will enhance our engagement and **service** in our communities.

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
OFFICE/DIVISION: Permanent Supportive Housing Program - Community Health
BULLETIN No: 16092019
SALARY RANGE: Commensurate with Experience
OPENING DATE: 09/16/2019
CLOSING DATE: Open until filled
FIRST SOURCE: N/A

MAJOR DUTIES:

Provide and oversee the daily operations of the Permanent Supportive Housing Program (PSHP), including overall coordination of case management services, administrative and clinical supervision, reporting, billing, human resources services and ensuring the program’s compliance with all contractual and regulatory mandates.

BRIEF DESCRIPTION:

Develop and recommend policies and procedures needed to promote smooth and effective operations. Maintain and/or achieve planned outcomes, and ensure contract compliance. Provide daily supervision of PSHP staff. Conduct staff meetings, professional development trainings and updates, ensuring great service is prioritized. Provide crisis intervention and support case managers through complex cases. Develop/maintain resource packet and distribute to case managers. Review and sign on biopsychosocial assessments and case management plans. Review all housing applications before submission to DHS. Prepare various routine reports, perform research for the program, and maintain relevant files. Process financial documents and handle certain financial transactions for the program. Monitor case notes documentation to track client progress and outcomes, review quality of case notes and ensure compliance with contractual obligations.

MINIMUM QUALIFICATIONS:

Master's degree in health, health related or human services field; a Licensed Professional Counselor (LPC), or a Licensed Independent Clinical Social Worker (LICSW) licensed in the District of Columbia.

Minimum of 3 years of professional experience providing counseling and case management services to individuals/families experiencing homelessness or other related populations. Must have a minimum of 4 years of professional supervisory and/or managerial experience in the human services and/or Medicaid service delivery field.

Vacancy Announcement-16092019

Program Manager, Permanent Supportive Housing Program (PSHP)

Page Two

MINIMUM QUALIFICATIONS (continued):

Proven excellent communication skills, both written and verbal. Excellent working knowledge of MS Office (Word, Excel, Outlook and Power Point) and ability to use/learn electronic time-keeping program.

Demonstrated ability to work in a service environment for difficult to manage clients. Must be able to work sensitively and effectively with individuals of diverse educational, socio-economic and cultural backgrounds.

Able to work some evenings and weekends. Must have reliable transportation.

DESIRED QUALIFICATIONS:

Ability to prioritize tasks, analyze data, problem solve, think critically and create and improve organizational systems. Ability to create positive, long-term working relationships by demonstrating a commitment to team work and customer service by consistently exhibiting tact, dependability, diplomacy, and flexibility.

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, and pre-employment drug screening as applicable for the position.

This position IS NOT covered by the collective bargaining agreement.

To apply for this position, please submit your cover letter and resume to upojobs@upo.org or fax these documents to 202/319-3237.