

Emma Norton  
Job Description

**Title: Family Program Manager**

**Location: Maplewood, Minnesota**

**Supervisor: Program Director**

**Direct Reports: Family Case Manager, Case Manager, Early Childhood Specialist, Out-of-School Time Specialists**

**Compensation: Starts at \$50,000**

Organization

Emma Norton Services works with women, children, and families who are on their journey of recovery from homelessness, mental illness, chemical dependency, and other life stressors. Emma Norton Services provides safe, permanent housing in combination with programs and support services, through a housing first and harm reduction model, to provide an environment where victory over homelessness, mental illness, and chemical dependency is possible.

Purpose

The program manager is responsible for the overall day-to-day operations of the family housing program. This position includes program management and administration, staff supervision, property and back-up case management.

Responsibilities

1. Program Management

- Works with program director to manage admission and discharge processes for participants, as well as overall system procedures.
- Meets with participants to mediate conflicts, crises, or grievance concerns as needed.
- Monitors access, eligibility, effectiveness, and follow-through of services by providers and participants; problem-solves as needed.
- In conjunction with program director, provides analysis and outcomes to improve program.
- Collaborates with staff to ensure a holistic approach is taken with each participant.

2. Program Administration:

Manages the day-to-day operation(s) of the following:

- Program revenues and expenses in accordance with the approved budget, and adjusts as needed; demonstrates sound fiscal management.
- Occupancy targets and utilization rates established in the annual budget.
- In conjunction with program director, ensures compliance with all government contract mandates and other funding directly applicable to the program; including contract requirements, documentation compliance, and preparation for site visits and audits.

- Enters information into all required databases both internal and external to the agency.
- In conjunction with advancement department and program director, identifies and communicates program needs to facilitate fundraising efforts.

### 3. Supervise Staff

- Manages all staff, interns and volunteers; conducts employee evaluations of direct reports; provides recommendations about hiring, assigning or terminating staff.
- Schedules all staff; ensures complete program coverage.
- Ensures effective orientation and training for staff.
- Provides regularly scheduled one-to-one supervision meetings; plans and leads team meetings.
- Trains and supervises staff using a variety of methods: verbal and written instructions, demonstrating, coaching, role modeling, role-playing, observation, or requesting written reports.
- Explains and implements agency policies; in conjunction with program director and executive director, provides clarification of agency policy to staff and clients as needed.

### 4. Property Management

- Ensures compliance with all Fair Housing laws as it pertains to tenants at Emma's Place.
- Ensures compliance with all MN Housing and Section 8 housing requirements.
- Point of contact for property management vendor; identifies and resolves day-to-day property management issues.

### 5. Fosters a positive, engaged participant community

- Teaches and supports community building skills and community membership skills for participants.
- Assists participants and families with identifying and addressing community issues/concerns as needed.
- Facilitates peer mediation as needed.
- Assists participants with identifying opportunities for community integration, and developing natural support networks.

### 6. Functions as a team member

- Follows through with own job responsibilities and assignments.
- Provides back up for case management staff as needed including weekly rotation of after hours on-call duties, and front desk coverage as needed.
- Engages in constructive problem solving and conflict resolution, and assists other team members in doing the same.
- Provides information needed by other team members in a timely and effective manner.

- Offers assistance to team members as needed.
  - Willing to give and receive feedback to and from team members.
  - Takes direction from supervisor, and accepts and implements team decisions.
7. Other duties:
- Participates in staff, supervisor, and team meetings.
  - Promotes community awareness of Emma Norton Services.
  - Attends community meetings when necessary.
  - Participates in agency efforts to promote a mutually respecting, multicultural environment; and in training opportunities related to economic, racial, and cultural diversity.
  - Completes and maintains up-to-date knowledge, and expertise, in areas related to job duties; including the completion of HIPAA and vulnerable adult training within seven days of hire.
  - Performs other duties as assigned.

#### Requirements

1. Bachelor's degree in a social services field.
2. Two years' experience delivering services to adults, and families, who have experienced mental illness, alcohol or drug addiction, domestic violence, homelessness, or other trauma.
3. One year of supervisory experience.
4. Ability to undergo and pass a background study as detailed in Minnesota Statute 144.057 and Chapter 245C.
5. Knowledge of evidence-based practices preferred; specifically Harm Reduction, Housing First, Motivational Interviewing, Trauma Informed Care and Person-Centered approaches.
6. Ability to identify and assess a wide range of client needs.
7. Knowledgeable about community resources.
8. High-level proficiency using Microsoft Office.
9. Ability to interact with people in a manner that shows sensitivity, respect, and professionalism.
10. Ability to communicate effectively orally and in writing.
11. Ability to exercise good judgement and problem solving in a variety of circumstances.
12. Ability to work with a high level of accuracy and attention to detail.
13. Ability to maintain professional boundaries.
14. Moderate physical effort, with intermittent lifting or carrying limited to no more than 50 pounds.
15. Duties may require physical ability to climb stairs.
16. Duties require extended use of a keyboard.
17. Ability to work with initiative in a fast-paced environment, where interruptions are frequent, and the ability to multi-task and set priorities are necessary.

18. Ability to drive insured vehicle for client or agency needs.

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Employee Signature

\_\_\_\_\_  
Date

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Human Resources Signature

\_\_\_\_\_  
Date