



## *Residential and Housing Programs Manager*

We are currently seeking an experienced manager to oversee the operations of STAND!'s residential and housing services, comprising STAND!'s own emergency shelter and transitional housing programs, plus housing-related programs operated in collaboration with community partners.

The manager will innovate, develop, implement, and manage residential programs and services designed to meet the needs of clients, ensuring high quality, leading-edge services are delivered consistent with STAND!'s approach. Primary duties include:

- Develop, implement, and provide oversight of services, programs, policies and procedures for emergency shelter, transitional housing, and community housing programs. Manage programs in line with contract, legal, and professional requirements.
- Research, design and develop proposals for program improvements that keep STAND!'s programs at the leading edge of service provision.
- Implement and manage contract compliance, reporting and accountability for outcomes and goals as stated in the grants/contracts for ES, TH, and community housing programs.
- Develop, implement, and maintain systems and services that ensure clients are provided consistent, culturally relevant, high-quality services.
- Provide regular client case reviews and consultation to staff for on-going casework.
- Collaborate with other managers to build capacity, communicate effectively, and ensure excellent service quality across the agency.
- Work with team coordinators to build capacity and support their administrative/management functions.
- Build and maintain positive working relationships with partners and collaborating providers.
- Full scope personnel management, learning, and development activities for program employees; oversee the training and development of volunteers.
- Coordinate and/or deliver in-service training about programs/services, and other areas of expertise. Participate in internal training events including orientations, DV Counselor training, etc.
- Assist in grant preparation and budget development for funding.
- Monitor and ensure budget compliance for all programs managed.
- Ensure accurate and timely data-entry into database. Analyze data and prepare reports.
- Coordinate with Operations Director to address physical space issues.
- Develop contingency plans that support programs to continue (adapted) services during emergencies and periods of disruption.
- Actively contribute to and participate in cross-agency leadership work including strategic planning efforts, agency committees, etc.
- Participate in on-call, after-hours consultation team.

### **Required Qualifications:**

1. B.A. in social work, human services, or related field or equivalent experience.
2. Deep knowledge of domestic violence, and the intersection with housing stability.
3. Expertise providing direct service work including crisis intervention, case management, housing support.
4. Two+ years' experience in residential / housing program management in a DV agency, social service setting, or similar environment.
5. Minimum of two years' experience managing staff.

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6. A growth, learning and development orientation, experience evaluating and building staff capacity.
7. An innovative approach to service improvement, and passion to keep services at the leading edge of best practices.
8. Experience providing training to staff and others.
9. Demonstrated ability to communicate clearly with clients and staff in written and oral form, including strong public speaking skills.
10. Commitment to open, active listening communication
11. Excellent organizational, prioritizing, and administrative skills
12. Adept at effective management of multiple priorities and interruptions
13. Able to work in a multi-cultural environment.
14. Adept critical thinker and problem solver with demonstrated ability to effectively coordinate response to crisis situations.
15. Flexibility to work additional hours when needed.
16. Valid California driver's license, proof of insurance, and clean driving record (MVR will be run prior to hire and periodically thereafter)
17. Employment contingent upon clear fingerprint and criminal history check
18. Employment contingent upon successful completion of I9 Form
19. Continued employment contingent upon successful completion of the Agency's mandated training.

**Preferred Qualifications:**

1. Bilingual in English and Spanish
2. Experience evaluating programs, researching, developing, improving current or new programs or services.

**Mission, values, and culture**

[STAND! For Families Free of Violence](#) was born from the equal rights movement of the last century; specifically, from the strand of that movement that sought to eradicate violence against women. We are an organization that provides social services while participating in the larger activities of moving the dial on social justice. Successful candidates for all our positions will be eager to participate in social justice work including the interruption of structural inequities. We are a values-led organization, and our employees are committed to our values of integrity, passion, compassion, safety, accountability, innovation, and collaboration; and eager to create and participate in a work culture of inclusion, interpersonal kindness, and accountability.

**We offer:**

- The opportunity to make a difference in our communities.
- A learning environment.
- Salary up to \$75,000 DOQ/DOE. Eligible for our generous benefits package which includes medical, dental, vision, life and AD&D insurance, voluntary acupuncture and chiropractic insurance, 403(B) plan (limited employer match after one year's service); and to earn vacation, sick leave and floating holidays.

**To apply:**

**Current STAND! employees** who are interested and meet the minimum requirements should apply by emailing a **cover letter, resume, and completed Internal Transfer/Promotion form** to: [resume@standffov.org](mailto:resume@standffov.org) by **5pm Friday November 3rd**.

**External applicants** should email their cover letter, resume and the names of three supervisory references to [resume@standffov.org](mailto:resume@standffov.org) Please put "RHPM" in the subject line of your email.

**STAND! For Families Free of Violence is an Equal Opportunity Employer committed to staff diversity. We welcome applications from qualified individuals of all backgrounds.**

**Posted:** 10/27/2023