

JOB DESCRIPTION

Title:	Program Manager		
Program:	Young Adult Supportive Housing	Grant:	PSH (CABQ)
Supervisor:	Housing Director	Hire Date:	
Department:	Housing	Group:	[Exempt]
Pay Rate:	\$47,000 - \$51,000 / year DOE	Hours:	FT 40 hrs/week

GENERAL PURPOSE OF JOB:

The Program Manager supervises and supports program staff in their work with young people in Permanent Supportive Housing program. The Program Manager is responsible for managing grant compliance, monitoring youth safety and progress, and ensuring program policies and procedures are followed.

DUTIES AND RESPONSIBILITIES:

- Implement New Day approaches, including Nurtured Heart, Strengths-Based interaction, Positive Youth Development, and Trauma Informed Care in working with staff and youth.
- Provide services in a culturally competent and youth friendly manner.
- Demonstrate adaptability and proactivity in response to shifting priorities and crises.
- Communicate professionally and positively with staff, youth, and community partners.
- Follow and enforce employee policies, procedures, and expectations.
- Model professional and appropriate appearance, attitude, behavior and ethics.
- Provide crisis intervention as needed.
- Collaborate with TLP Program Manager on meetings, trainings, and other projects.
- Supervise 4 staff in building relationship and independent living skills with youth.
- Supervise the Landlord Liaison in assisting and advocating for youth in housing programs.
- Track program applicants, carry out interviews, and oversee program enrollment.
- Schedule and participate in after-hours on-call rotation as needed.
- Oversee hiring and onboarding of program employees.
- Monitor leases and rent payments for youth apartments.
- Ensure grant targets are being met and documentation completed..
- Manage grant reporting and audits in collaboration with administrative staff.
- Other duties as assigned.

QUALIFICATIONS:

- High School diploma/GED and 5+ years working with youth who have experienced homelessness, trauma, or systems involvement OR Relevant Bachelor's degree and 2+ years working with youth who have experienced homelessness, trauma, or systems involvement.
- Has reliable passenger vehicle, valid driver's license, insurance, and good driving record.
- Competency in Microsoft Office suite, internet use, and database use.
- Willing to flex schedule as needed, including in-person on-call emergencies.
- Demonstrates emotional regulation, ability to respond appropriately in crises, and applying new methods and perspectives.
- Understanding of adolescent development and effects of trauma.
- Able to pass a comprehensive background check.

- Preferred: Managerial experience.

Equal Employment Opportunity

New Day Youth and Family Services provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, gender, veteran status, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

Job Responsibilities

The previous statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. New Day Youth and Family Services may change the specific job duties with or without prior notice based on the needs of the organization.

Employee: _____ Date: _____