

Job Title:	Program Manager	Job Category:	Supervisory
Department/Group:	Programs	Job Code/ Req#:	
Location:	Richmond, TX	Travel Required:	To agency locations & apartments
Level/Salary Range:	Salaried; Exempt	Position Type:	Full-Time
HR Contact:	Tina Hood	Date posted:	Click here to enter a date.
Will Train Applicant(s):	Yes	Posting Expires:	Click here to enter a date.
External posting URL:			
Internal posting URL:			

Job Description

The Fort Bend Women's Center provides outstanding and innovative programming that:

- Is brain health based
- Operates within a positive reinforcement framework that increases hope and social connectivity
- Reduces the negative impact of trauma often from lifelong abuse
- Fosters client self-determination and accountability
- Provides mobile services
- Is data driven
- Uses evidence based traditional and innovative services

ROLE AND RESPONSIBILITIES

- Supervises an interdisciplinary client services team consisting of shelter case managers and resident advocates; completes ongoing performance plans as needed and administers annual performance evaluations.
- Supervises staff working a variety of shifts, including weekends, holidays, and overtime; ability to respond appropriately to crises when necessary.
- Ensures 24/7 staff coverage of the shelter.
- Ensures the quality of client services by monitoring performance measures, maintaining standards of excellence, implementing coaching and guidance, training, and evaluating job results.
- Achieves program financial objectives by participating in the development of annual budgets, overseeing budget expenses such as staff hours, overtime, and program supplies.
- Leads weekly meeting and staffing.
- Meets weekly with the Shelter Director.
- Ensures client files are monitored for content and accuracy.
- Provides guidance to staff on client issues.
- Ensures intake is completed by Resident Advocates, with each new client, within 24 hours
- Ensures intake and initial casework is completed by Case Managers, with each new client, within 48 hours of arrival in shelter and a minimum of once weekly thereafter to facilitate client's goal setting and safety planning.
- Provide guidance to staff on conducting safety planning, lethality assessments, and intervention services.
- Provide resource options available and pros and cons of action or inaction on the part of the client toward achieving service goals.
- Provide crisis intervention assistance to clients and prospective clients.
- Have an extensive knowledge of community resources and actively seek relationships with community resource providers through networking events, meetings, and/or telephone conferences.
- Have knowledge of grant objectives and goals and ensure team completes timely and accurate documentation and maintenance of client files.
- Other duties as assigned.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- 4-year degree required; Master's degree preferred (MSW or related field).
- Minimum of 2 years of Program Management in a supervisory role.
- Experience in case management is a plus.
- Proficiency in Microsoft Office Suite.
- Clear and effective written and oral communication skills.
- Have valid Texas Driver's License and carry auto liability insurance as required by the State of Texas.
- Pass a criminal background check and drug screening.

PREFERRED SKILLS AND COMPETENCIES

- An enthusiastic personality is a MUST! We assist those who are struggling to achieve self-sufficiency. It is a rewarding job, but one that requires a great deal of optimism.
- Previous experience working with individuals dealing with trauma (preferably domestic or sexual violence) is a plus but is not necessary.
- Demonstrates strong leadership, communication, strong time management and problem-solving skills in a manner that encourages and empowers clients to seek remedies for positive change.
- Displays ability and willingness to make appropriate decisions, responds compassionately to persons served while maintaining appropriate and professional boundaries, exhibits sound and accurate judgment, supports and explains reasoning for decisions, and includes appropriate people in decision-making process.
- Displays original thinking and creativity by meeting challenges with resourcefulness, generating suggestions for improving work, and developing innovative approaches and ideas.
- Shows tenacity and thoroughness, with the ability to solve practical problems and deal with a variety of situations.
- Team player who can roll up their sleeves and get involved in everything from big projects to mundane, simple tasks.
- Applies basic strategies for good communication, including developing rapport/trust using active listening, motivational interviewing, effective nonverbal communication, and cultural competency.
- Works with clients in a respectful and nonjudgmental manner while employing a victim-centered, strengths-based, and trauma-informed perspective that supports clients' self-determination and informed decision-making.
- Respect client confidentiality and autonomy.
- Applies strategies for addressing conflict and moderating one's own verbal and nonverbal reactions to communications with clients and coworkers.
- Plans for additional resource needs as needed. Sets goals and objectives and develops realistic action plans.
- Deadlines/solutions oriented with the ability to handle multiple competing priorities and a wide variety of responsibilities.
- Speaks clearly and persuasively in positive or negative situations, listens, asks for clarification, responds well to questions, and participates in meetings.
- Writes clearly, accurately, respectfully, and informatively, edits work for spelling and grammar.
- Follows instructions, responds to management direction, takes responsibility for own actions, keeps commitments, commits to non-traditional hours of work when necessary to reach goals, completes tasks on time or notifies appropriate person with an alternate plan.
- Travel may be required in greater Harris and Fort Bend County areas.