



Chicago House empowers persons living with or vulnerable to HIV/AIDS to lead healthy and dignified lives, through housing and compassionate, client-centered support services.

JOB DESCRIPTION

POSITION TITLE: Englewood Family Home(EFH) Residential Program Manager

CLASSIFICATION STATUS: Exempt

POSITION DESCRIPTION: The primary role of the Program Manager of EFH Programming and Resident Support Services is to provide clinical management and leadership over one supportive community living program: the Englewood Family Homes located in Englewood. In this role, the Program Manager will work to ensure quality service delivery to program participants while meeting programmatic scopes required by funders.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Work closely with case managers, community health worker, Director of Residential Housing and management to achieve program and housing goals and objectives
- Oversee family programming, medical case managers, and all programmatic activities for Family Support Program
- Facilitate weekly interdisciplinary meetings to review clients cases, identify client needs, and develop interventions and strategies to support and empower clients
- Provide clinical supervision to staff, interns, and volunteers
- Engage families and individuals in programming and connection to internal and external referrals
- Conduct crisis intervention follow-up assessments with program and case management staff when appropriate
- Report and Consult regarding clinical issues and crisis intervention activities to supervisor
- Work with Property Management Department to ensure resolution of any property related issues
- Maintain contact with program housing operations and participants through regular participation in program and housing events
- With HR Manager, assess education, skill development and training needs of staff of residential programs and housing case management
- Work with the Residential Services Director and Chief Program Officer to implement and maintain process for participant-centered planning and evaluation

Updated: 09/09/2023



- Provide leadership to annual planning process and strategic planning including utilization of agency's physical and financial resources
- Act with other agency leaders in executing policies or operating decisions on matters of agency wide concern
- Supervise assigned staff, including recruitment and selection; scheduling and job assignment; counseling/coaching; development and training; performance evaluation; and recommending salary, disciplinary and other personnel actions in accord with relevant policies and procedures, approve time sheets and expense reports.
- Plan and manage the program and housing case management budgets; manage assigned facilities, material and equipment, and other assets to ensure responsible controls over, and utilization of, agency resources
- Advise Director of emerging trends in residential program population and/or services and make recommendations of program development, implementation, evaluation and research
- Maintain required professional and job skills. Attend and participate in required educational programs and staff meetings
- Represent Chicago House's mission and values to participants/tenants and visitors
- Lead projects including the creation of scopes and outcomes program dashboards
- Coordinate the BASC assessments for youth in building and use information to inform services and work with parents to ensure follow through to medical and psychological referrals
- Oversee the distribution and collection of client satisfaction surveys, work with Director to implement program policies and procedures to respond to client feedback
- Conduct and oversee program chart audits
- Serve on agency wide committees
- Other duties as assigned

REQUIREMENTS/QUALIFICATIONS:

- Masters in Social Work and/or Psychology or Counseling required. LCSW/LCPC preferred.
- A minimum of 2-5 years' experience as a clinical supervisor and/or program manager in social services
- Familiarity with HIV/AIDS, Domestic Violence, Family Systems, Substance Use, Mental Health, and LGBTQ Community preferred.
- Commitment to Trauma Informed Care, Harm Reduction, and Strength Based-Approaches
- Demonstrated excellent oral and written communication skills
- Excellent organization, documentation, and computer skills
- Team work oriented, flexible, possess a positive attitude, and have the ability to collaborate with colleagues
- Ability travel to and from various work locations in Englewood and south loop areas during the regular workweek
- Ability to work flexible schedule during the weekdays to meet program needs.
- Must participate in on call clinical rotation.
- Proven ability to collaborate successfully across diverse cultural and social communities

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