

Job Description

Job Title: Program Support Manager

Status: Exempt, Full time

GL/WC Code: 5240/8810A AZ
 5240/8810 CA
 5240/8810N NV

Location: _____

Job Summary:

The Program Support Manager assists the Site Director and other program staff to facilitate the smooth delivery of services to clients. This position also provides general oversight and management of the client databases developed by VRC and the Homeless Management Information System (HMIS). This person reports directly to the Site Director.

Job Duties:

1. Assist the Site Director and other program staff in assessing and meeting the needs of clients, planning appropriate services, and developing new projects, policies or procedures.
2. Ensure personnel actions are completed accurately and timely, including time reporting for payroll, advertising open positions, arranging interviews, post-interview actions and requesting background investigations. Ensure personnel files are accurate and complete.
3. Ensure availability of training and maintenance of records for staff certifications and training required for grants and in accordance with established practice. Schedule training as required.
4. Maintain impound account. Process requests for funding and write checks. Supervise and train staff in disbursement of checks. Maintain appropriate records. Conduct reconciliation of impound account as required (monthly).
5. Ensure payments are arranged for service work and documentation is current and complete. Ensure Site Director and program staff is provided data for acquisition and maintenance of equipment.
6. Supervise program support personnel. Schedule coverage and maintenance of all common areas. Ensure support staff is adequately trained.
7. Monitor volunteer program. Review data on volunteer hours and assistance provided.
8. Monitor orientation of clients requesting services, to include initial assessments and referrals to internal and external resources. Ensure data is entered into appropriate databases.

Initial _____

Date _____

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9. Manage maintenance of file room, filing systems and records.
10. Collect data as requested for required reports.
11. Manage transportation expenditures (gas cards and bus passes). Monitor disbursement of gas cards and bus passes. Maintain records and accountability, and monitor transportation expenditures.
12. Arrange acquisition of items for personal care of residential clients. Ensure receipts are properly processed for corporate accounting and that associated files are accurate and complete.
13. Ensure client fee calculation worksheets and payments are collected, collated and processed for transmittal to VVC accounting department.
14. Ensure billings are submitted, to include monthly Veterans Administration per diem and other programs.
15. Schedule and coordinate special meetings and events. Arrange for publicity, food, supplies, accommodations and other needed resources.
16. Maintain the inventory files of equipment on site, to include warranty data, repair history, location, assigned staff accountability and other grant requirements.

Required Job Skills:

1. Ability to work with diverse people, including those with physical and mental health disabilities or with addiction and recovery issues, conveying a sense of welcome and helpfulness to them.
2. Ability to effectively supervise the office functions and cooperatively work with other staff in a team environment.
3. Excellent verbal and written communication skills. Written communications should be accurate in spelling, grammar and punctuation.
4. Ability to work in an occasionally stressful environment, to handle multiple tasks simultaneously, and to meet established deadlines.
5. Ability to prioritize work tasks and efficiently allocate and manage time.
6. Advanced computer skills, to include of MS Word, Excel, Outlook, Powerpoint and database management

Qualifications:

Must have completed a minimum of three years of college or equivalent vocational schooling or experience. Must have a minimum of two years experience working at an advanced level of office responsibility with a high degree of job independence. Strong customer service and management skills. Veteran status preferred. Must possess valid Driver's License and reliable transportation.

Offering:

Full-time, Exempt management position. Comprehensive benefits.

Initial _____
Date _____

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