



**PLYMOUTH HOUSING GROUP
INTERNAL AND EXTERNAL JOB ANNOUNCEMENT**

Opening Date: April 6, 2010

Closing Date: until filled

SOCIAL SERVICES PROGRAM MANAGER

Reports to:	Director of Social Services	Status:	Exempt/Full Time
Hours:	Generally Monday through Friday business hours, and occasional evenings	Compensation:	\$42,000 - \$49,500 DOQ
		Benefits:	Medical, dental & vision insurance, long-term disability, group life insurance, paid time off, 9 paid holidays, retirement plan, EAP, discounted gym membership & bus pass subsidy

AGENCY OVERVIEW

Plymouth Housing Group (PHG) is a non-profit organization with 125 employees and an annual budget of \$12 million. Its mission is “to eliminate homelessness and stabilize homeless and very-low-income people in housing by preserving, developing, and operating safe, decent, affordable housing, and by providing opportunities for homeless and very-low-income people to improve their lives.” PHG owns and manages 12 buildings in downtown Seattle that provide 900 units of low income housing, including 700 units of permanent supportive housing for individuals coming from homelessness.

JOB SUMMARY

The Social Services Program Manager is responsible for the management of homelessness prevention and housing stabilization services to formerly homeless tenants of Plymouth Housing Group’s permanent supportive housing programs. The position supervises six to eight Housing Case Managers, and is responsible for implementing contract requirements associated with PHG’s social services grants. The Program Manager takes a leadership role in developing social services programming, and collaborates with colleague managers in Property Management and Compliance to develop policies and procedures affecting tenants and applicants. The Program Manager maintains service-delivery based on the values inherent in Plymouth’s mission, the principles of cultural proficiency and anti-racism, the tenets of harm reduction, and the ‘housing first’ philosophy.

ESSENTIAL JOB FUNCTIONS:

(Responsibilities, accountabilities and competencies; may not include all duties of this job)

- Supervises and supports six to eight full-time Housing Case Managers.
- Provides consultation, resources and referrals to social services staff regarding their clients’ needs. Provides direct services to tenants when necessary.
- Develops and maintains positive working relationships with health and social service providers and assures that Social Service team members have accurate information about access and referral to these services.
- Develops and maintains a thorough knowledge of public and private benefit programs to assure that tenant needs are met and their rights are maintained.
- Collaborates with colleague managers in PHG’s Property Management department to develop effective, communicative and confident staff teams within individual buildings focused on tenant housing stability and eviction prevention.
- Collaborates with colleague managers in PHG’s Compliance Department to facilitate low barrier access for applicants to PHG’s Housing First programs within funder eligibility and documentation constraints.
- Monitors and assures quality of Housing Case Management staff documentation in tenant files and agency database.
- Maintains accurate records and prepares written reports required by funders
- Monitors program expenditures to ensure compliance with funding guidelines and budget parameters...
- Participates in PHG’s external advocacy work.

ESSENTIAL JOB QUALIFICATIONS:

(Any equivalent combination of Knowledge, Skills, Abilities, Education and Experience)

Education: Bachelor’s degree in a human service field. Master’s Degree preferred.

Experience: Minimum of three (3) years of work experience in advocacy, housing, or homeless services, or similar work in a client service setting. Two (2) years of supervisory experience and project management are desirable.

Licensure/Certification: Valid Washington State Driver License.

Schedule: Work week includes some evenings, early mornings and possible weekend scheduling; must be willing to work Thanksgiving Day morning.

Other Qualifications:

- Excellent written and verbal communication skills.
- Good organizational skills with ability to prioritize effectively and meet deadlines in a professional manner.
- Familiarity with local community of service providers and various income, medical and other services available to homeless and formerly homeless individuals.
- Familiarity with quality assurance practices and reporting to public and private funders.
- Group training and facilitation experience.
- Demonstrated ability to work effectively under stressful conditions with people of varying socioeconomic backgrounds, sexual orientations and ethnic diversity.
- Proficient and experienced with Microsoft Office applications; particularly Word, Excel, and Outlook. Must be able to work efficiently and effectively with customized databases and technology, and conduct Internet research.
- Meticulous attention to detail.

**SUBMIT LETTER OF INTEREST AND RESUME TO
PLYMOUTH HOUSING GROUP**

2113 Third Avenue, Seattle WA 98121

FAX: (206) 374-0602

Email: jobs@plymouthhousing.org

www.plymouthhousing.org

No Phone Calls, Please

PLYMOUTH HOUSING GROUP IS AN EQUAL OPPORTUNITY EMPLOYER