



## Front Steps – Job Description

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**Job Title:** Supportive Services for Veteran Families (SSVF) Program Manager

**FLSA:** Exempt/Full-time (40 hours per week)

**Department:** Programs

**Shift:** Week Days (Monday through Friday)

**Reports to:** Program Director

**EEO Job Classification:** Professional

**Last Revised:** November 4, 2014

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This position is funded by the Supportive Services for Veterans Families (SSVF) Program. It is expected to be funded through October 2017.

### Position Summary:

Under the general supervision of the Program Director, the SSVF Program Manager will focus on coordinating housing stability case management services for Veteran clients needing rapid re-housing and homelessness prevention assistance. Services will focus on stabilizing homeless Veterans into permanent supportive housing and providing assistance in achieving housing stability. The SSVF Program Manager will work with program Housing Locators, Case Managers, subcontractors, community providers and other key stakeholders to ensure program outcomes are met and reporting requirements are achieved. The SSVF Program Manager will also oversee and manage any additional resources and/or interns for the purposes of enhancing SSVF program services.

### Duties, Functions, and Responsibilities:

- Build and maintain positive client relations and link clients with community and mainstream resources, as needed.
- Promote a welcoming and safe environment for clients.
- Collaborate with other organizations as requested to ensure that clients receive appropriate services.
- Screen and assess potential participant needs and determine eligibility for housing assistance.
- Oversee short-term case management services to individuals and families with the goal of establishing stable housing and long-term self-sufficiency.
- Collect and report mandatory client information, housing goals, and service delivery in the Homeless Management Information System (HMIS).
- Work with the HMIS Agency Coordinator and ECHO to ensure that data regarding the client count is accurate and recorded into the HMIS.
- Monitor and evaluate program participant progress.
- Maintain accurate and required documentation of program eligibility, income verification, financial reports including tracking of direct financial assistance and service delivery in client files.
- Consult with internal departments to track grant progress, financial assistance delivery, and service delivery.
- Responsible for administration of all SSVF Direct Financial Assistance, as well as coordination between other Front Steps/ARCH programs, Downtown shelters, and service providers.
- Collaborate with community partners on grant progress, appropriate referrals, and services.
- Represent the organization in the community and at community meetings in a professional manner.
- Coordinate and host monthly subcontractor/partner meetings.
- Travel to and from community meetings and/or appointments.
- Manage potential internship program for SSVF; including supervising BSW and MSW Interns.
- Attend organization and community-based meetings, deemed required or appropriate to meet client, program organization needs.
- Ability to transport clients to and from appointments.
- Perform other duties as assigned.

## **SSVF Program Manager– Job Description**

### **Minimum Qualifications:**

- Bachelor's degree in Social Work or closely related field
- Experience providing housing services to individuals who are homeless or at-risk of being homeless
- Strong leadership and decision-making skills
- Knowledge of local community resources
- Proficient in the use of Microsoft Office products on a PC platform
- Adept at performing multiple tasks and projects at once with demonstrated ability at being detail-oriented
- Strong organizational and time management skills
- Effective in financial management and record keeping
- Ability to record, track, and manage records with efficiency and accuracy
- Experience dispersing and monitoring rental assistance to clients, such as HHSP, HPRP, and BSS Plus
- Valid driver's license
- Reliable transportation

### **Preferred Knowledge, Skills and Abilities:**

- MSW and/or LMSW highly preferred
- 1 year or more of supervisory or management experience
- Experience with managing internship programs and meeting academic supervision requirements
- Experience working with Austin's social services community partners
- Experience with Austin or other city's Homeless Management Information System (HMIS)
- Bilingual (English and Spanish and/or American Sign Language)