JOB DESCRIPTION

COMMUNITY PROGRAMS MANAGER

FLSA Status: Exempt

Summary of Position: The Community Programs Manager oversees residential and case management staff and oversees on-site facilitation of services being provided through Community and Shelter programming at multiple program sites in Evanston.

Specific Duties:

- Assures service coordination and appropriate staffing
- Ensures all participants are engaged in services best suited to their current needs, with a focus on relationship-building to increase engagement
- Oversees Community Case Managers (CCM) and shelter staff, ensures effective communications between staff in both programs
- CCM oversight
  - Assigns case loads
  - Assigns call response work
- Shelter oversight
  - Maintains schedule
  - Supervises residential staff
- With volunteer coordinator, deploys volunteers in programming (both Drop In and shelters) at multiple program sites in Evanston
- With Director of Community Programs, coordinates enrichment programming including education, employment, art therapy, spiritual needs, etc. for participants at multiple program sites in Evanston
- Adheres to the Code of Conduct and core values of Connections for the Homeless
- Performs other duties as assigned

The following qualifications are requirements for the position:
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• Master’s degree in social work or related field or equivalent experience
• Deep understanding of principles of harm reduction and trauma-informed care, and the impact of severe mental illness on individuals and their families
• 2 or more years supervisory experience

The following qualifications are highly desirable:
• LCSW or LCPC certification preferred
• Experience working with populations who are homeless and in a shelter setting preferred
• Experience with private and public grant management, including metric and budget development preferred

Other requirements:
• Valid Illinois Driver’s License
• Flexible schedule – may be required to attend after hours’ meetings or respond to emergencies
• Able to work independently and with diverse populations
• Excellent speaking, writing, and interpersonal skills.
• Must be able to pass a criminal background check and submit to or provide evidence of a recent test for tuberculosis

Reports to: Director of Community and Shelter Programs
March, 2020