



New Endeavors by Women

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Job Title: Program Manager
Date Developed: July 2010, revised 2/2024
Division: Program Services/In Person
Classification: Exempt

PURPOSE OF POSITION:

The incumbent is responsible for management and supervision of two to three NEW housing programs. Responsible for ensuring the quality of service for program participants served in the program that reflects the mission, philosophy and policies of New Endeavors by Women.

RESPONSIBLE TO: Director of Programs

SUMMARY OF DUTIES:

Responsibilities to include but not limited to the following:

- Establish a positive rapport with program participants while maintaining professional boundaries
- Assists residents in a manner that demonstrates respect, honesty, non-judgment and empathy
- Ensures each program participant has an Individual Case Plan
- Facilitates intake procedure for new clients.
- Ensures each program participants' case plan is reviewed, as needed.
- Provides direct supervision to Case Managers.
- Recruits and ensures training for new staff.
- Provides direct supervision to Support staff.
- Provides orientation for new staff.
- Maintains training transcripts for New Transitions Case Management and Support Staff
- Collaborates with program staff to ensure ongoing professional growth.
- Conducts regular individual meetings with Case Managers
- Evaluates staff performance as required by agency policy.



- With Director of Programs, develops a program policy and procedure manual for New Transitions.
- Works with Director of Programs to ensure the resident handbook is routinely updated to reflect any approved changes.
- Develops staff schedules to ensure appropriate coverage (i.e. overnight, Holidays, inclement weather conditions, and other emergencies).
- Reviews and approves staff timesheets and submits to Director of Programs for final approval.
- Enters data, maintains statistics in the Homeless Management and Information Systems Database (HMIS) and generates reports from HMIS to the Director of Programs.
- Evaluates HMIS data entry and submits findings to Case Management staff and Director of Programs.
- Assess program needs and orders supplies and other materials, as needed
- Work with the Director of Programs and Accountant to make programmatic and funding decisions
- Networks with providers and organizations for development of enrichment activities for program participants.
- Works with the Development and Communications Department to enhance agency visibility and community engagement
- Evaluates groups facilitated by consultants and develops strategies that address program participant attendance and engagement
- Manages on-site volunteer projects
- Collaborate with Case Manager(s) concerning critical information, community resources, training needs, and other information related to program management
- Evaluates groups facilitated by consultants and develops strategies that address program participant attendance and engagement
- Conducts quarterly file reviews to ensure program participants' files are maintained according to DHS and/or HUD standards.
- Has on-call responsibilities.
- Serves as a positive role model for program participants by demonstrating good work ethics.
- Performs other duties as assigned.

SUPERVISORY DUTIES:

This position provides supervision to **New Transitions Support Staff**

WORKING RELATIONSHIPS:

The incumbent will maintain regular internal contact with NEW Program Managers regular contact with other social service agencies and/or providers.

KNOWLEDGE AND SKILLS:

Education: Master of Social Work or Master Degree in Counseling preferred

Experience: Minimum of 3 years previous experience

Knowledge/Skills:

- Excellent communication skills including verbal, written, presentation, and listening
- Must demonstrate proven ability to collaborate effectively with volunteers, all levels of staff and key stakeholders throughout the organization, community, and partner organizations
- Must possess a high level of professionalism and must have proven experience successfully demonstrating the ability to maintain strict confidentiality as well as maintain a positive, collaborative, and supportive attitude
- Supervisory experience with a team or project management
- Three years of demonstrated knowledge and experience in the field of direct services to individuals with limited income, physical disabilities, behavioral health and differing abilities, and/or history of homelessness
- Demonstrates initiative and strong leadership skills
- Substance Abuse/Recovery background
- Strong people skills and ability to work effectively with people of varying racial, ethnic, cultural, educational, and socio-economic backgrounds
- Familiar with Harm Reduction, Housing First, Critical Time Intervention, Motivational Interviewing models of service delivery
- Understanding of severe mental health, physical health, and substance abuse issues and symptoms
- Good organizational skills and detail oriented; ability to manage multiple cases efficiently and effectively.
- Strong oral and written communication skills
- Creative problem solving skills
- Ability to listen with sensitivity to other people's feelings, needs, and point of view; demonstrate tact and courtesy in expressing opinions and ideas, projecting a positive image of New Endeavors by Women, and recognizing opportunities to enhance community relations.
- Proficient in HMIS data entry
- Computer literacy-proficient in Windows
- Must successfully pass District of Columbia and FBI background checks and other pre-employment screenings

Work Environment/Physical Demands:

- Sustained concentration
- Frequent interruptions
- Ability to navigate steps

- Moderate noise level
 - Occasional travel between sites and for outside meetings
 - Considerable sitting, very light lifting, bending, walking
 - Moderate eye strain
 - Drug and alcohol free environment
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Employee Signature and Date: _____