Wanted: Versatile individual to join our team at Hands On Hartford as the Assistant Program Manager for Housing. The Assistant Program Manager provides leadership and assists the manager of HOH’s housing programs, including program planning and daily operations. Recruit, hire, orient, train, evaluate and support all housing case management staff and designated interns, service members, and volunteers. Represent HOH housing programs and agency in the community. Provide on-call support to tenants and staff.

When: Minimum of 40 hours per week position

Why work at Hands On Hartford: Hands On Hartford, in partnership with others, strengthens community in Hartford by responding faithfully to people in need through programs that change lives and renew human possibility.

What you will do as the Assistant Program Manager: You will do many things including but not limited to:

- Assist HOH Housing Manager to recruit, orient, supervise, train, schedule, evaluate and support assigned staff, service members, interns and volunteers.
- Maintain case load of up to four participants.
- Provide daily support and coordination opportunities for housing case management staff including care coordination, joint home visits, etc.
- Ensure that documentation of all programs’ services is completed in a timely and comprehensive manner to meet internal and external requirements.
- Ensures coordination and communication between tenants, case managers, and property management.
- Assist in coordinating tenant activities, including tenant associations, recreational activities, groups and trainings related to employment, and support groups etc.
- Develop and use tools such as work plans, written procedures, task lists, and ticklers to manage and communicate operations and refinements for the program.
- Coordinate with the HOH Housing Manager and HOH agency data and quality improvement staff person the data collection, storage, and analysis of all programs’/tenants’ information to meet internal and external reporting requirements.
- Coordinate quality assurance and improvement activities for HOH housing programs by utilizing monthly chart reviews.
- Ensure regular opportunities for staff team building, training, and communication.
- Work with the HOH Housing Manager and Director of Program Services and Evaluation to develop and annually review policies and procedures for all housing programs’ services.
- Work with the HOH Housing Manager, Director of Program Services and Evaluation, Executive Director, agency senior staff and program staff to identify and solve problems, adapt programs to changing community needs, envision and strategically plan for the future.
- Assist the HOH Housing Manager in the development of the housing programs budgets.
• Along with the HOH Housing Manager ensure health and safety protocols are followed in HOH’s housing programs.
• Ensure alignment of program practices with Housing First and Harm Reduction.
• Serve as back up to the HOH Housing Manager to represent the agency and housing programs at such initiatives as Coordinated Access Network, Community Care Teams, CSH supportive housing forums, etc.
• Deliver services in a culturally competent and trauma sensitive manner; ensure that program guidelines and staff development ensure these components as well.
• Maintain confidentiality and ensure that privacy protocols are upheld within the HOH housing programs.

You may be a good fit if you:

• Believe in our mission and core values
• Have a minimum of B.A and at least 3 years related experience
• Have demonstrated experience providing management and project coordination of supportive housing/case management programs
• Have a demonstrated knowledge, interest, & experience in services/issues related to HIV, homelessness, substance abuse/mental illness
• Have a demonstrated ability and experience engaging/supporting individuals and in crisis management
• Have knowledge and proficiency in using computer applications, including standard Windows applications
• Have a valid driver’s license, registered and insured motor vehicle and ability to lift and carry at least 25 pounds

What we offer full time employees:

• Dedicated, diverse, and friendly co-workers
• Paid time off – 11 holidays, vacation, personal time, and sick leave
• Medical/dental/disability/life benefits
• 401(k) plan

If this sounds like a good fit to you:

Send letter of interest & resume to: Mary Ellen Laskarzewski, Program Manager Housing Services
Hands On Hartford, 55 Bartholomew Ave, Hartford CT 06106.
Email melaskarzewski@handsonhartford.org

no phone calls please