

## Job Posting

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For over 50 years, Caritas of Austin has been a turning point in people's lives. Each year we serve thousands of families and individuals who do not have a stable place to call home. Through comprehensive, relationship-based services, Caritas of Austin turns crisis into stability and empowers people toward the life they want. We believe that a thriving community derives its strength from providing all members the opportunity to be self-reliant.

Caritas of Austin is looking for a **Supportive Housing Program Manager** who will be responsible for overseeing the day-to-day operations of one of the largest Supportive Housing Programs in Austin. There are 2 program managers in the Supportive Housing program due to the size of the program. The Supportive Housing Program currently consists of 133 units of supportive housing and 9 professional case managers. The Caritas of Austin Supportive Housing Program consists of four programs which are located throughout Austin.

### Ideal Candidate Profile

***Solution focused, positive attitude, and embraces risk*** – You are passionate and driven about helping Caritas of Austin and our greater community end homelessness. You are positive and never lose sight of the end goal – ending homelessness one person at a time.

***Effective supervisory skills*** – You have previous experience and the ability to support, guide, and help professionally development case managers through frequent one-on ones, consistent feedback, and goal setting.

***Client focused*** – You are focused on client strengths even when progress is slow. You have the ability to respectfully de-escalate intense client situations with people who are living with mental health challenges, on-going substance use, etc.

***Analytical and performance driven*** – You will manage complex program budgets, detailed reports and oversee all Supportive Housing activities to ensure compliance with budget, and agency/funder fiscal and programmatic policies and procedures. You use data as a management tool to understand programmatic trends, service effectiveness, identify needed improvements and areas of success.

***Flexible*** - You have the ability to shift priorities at a moment's notice: from working with a client, to supporting a case manager, to reporting and administrative duties, to soothing the frustrations of a landlord, to meeting a sudden and short deadline.

***Excellent communication skills*** – You love public speaking and can write an effective and compelling grant narrative that brilliantly describes Supportive Housing Programs. You are assertive, speaking your truth with respect and allowing others to do the same and embrace healthy disagreement.

### Requirements:

- Bachelor's or Master's Degree from an accredited college/university with a major in one or more of the following areas: Social Work, Psychology, Sociology, or other Human Services related fields. MSSW and/or LMSW preferred
- Minimum one year management and/or supervisory experience

### Supportive Housing Program Manager Job Posting - July 2017



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- Experience working with people experiencing chronic homelessness, living with mental illness, substance abuse persons, etc.
  - Previous or current case management experience
  - Experience and ability to analyze reports and data in connecting trends, use as a management tool, etc.
  - Dependable transportation; 50-60% local travel is required

**Pay Range:** Depends on education and experience

**Benefits:**

20 days of accrued Paid Time Off in year one, 25 days of accrued PTO after third anniversary

12 Paid Holidays per year

100% employer paid premium for Employee coverage for: Medical, Dental, Vision, Life and Short and Long Term Disability Insurance

Retirement Plan with Employer Match: 50 cents per dollar up to 3%

EAP (Employee Assistance Program)

**Professional Benefits:**

Many opportunities throughout the year for no cost CEUs

On-going trainings in evidence best practices such as Trauma Informed Care, Motivational Interviewing, Harm Reduction, etc.

Attend one to two national conferences annually

Professional license renewal fees paid

**To Apply:** Please email cover letter and resume by July 31st to: [housingservicesjobs@caritasofaustin.org](mailto:housingservicesjobs@caritasofaustin.org)

Both the cover letter and resume are required to be considered for the position. No phone calls please.