



## We're growing our team!

**Position Title:** Drop-in Center Program Manager

**Supervised By:** Program Director

**Supervises:** Drop-in Center support staff, student interns.

**Department:** Programs

**Status:** Non-exempt, Full-time

**Position Description Updated:** January 20, 2022

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### SUMMARY

For Guests of the LPCS Drop-in Center to reach their maximum potential, each needs a stable, safe, healthy, positive place in which to make life changes. The Drop-in Center Program Manager is responsible for establishing and maintaining a safe, healthy, and respectful relationship with Guests of the Drop-in Center. Guests will become more invested in their own life changes when they feel connected to something larger than themselves – a community. The Program Manager encourages Guests to engage in LPCS' community and in their immediate community. Through this relationship, the Program Manager connects Guests to other social service agencies, resulting in greater social skills and more positive decision-making abilities.

### RESPONSIBILITIES

#### **Programs and Services**

- Promote a healthy connection to the LPCS and larger community environment for Drop-in Center Guests.
- Oversee the development and provision of services for the Guests of the Drop-in Center.
- Provide engagement, assessment, case planning, case management, and individual counseling, for the Guests of the LPCS Drop-in Center as well as support the Community of Interim Housing Guests and Graduates, and Independent Community Living Program residents as needed, with a focus on providing basic need services (meals, showers, laundry, clothing, etc) to Guests experiencing street based homelessness who attend the Drop-in Center Program. This includes engaging with individuals; assessing and prioritizing their needs; completing intake, assessment, and release of information forms;

assisting Guests with their self-identified goals; providing referrals for appropriate services with a focus on assisting Guests with entering more stable housing; advocacy and following up to ensure assistance is secured. Case management is a process that involves empowering individuals to act on their own behalf, rather than doing things for them. This process also includes providing positive reinforcement for positive, healthy progress and tailoring the case management approach to the individual.

- Complete Intake and Exit assessments for IH guests in the Homeless Management Information system (HMIS).
- 1. Serve as a Task Supervisor to students interning as Drop-in Center case management staff. Oversee the provision of basic need services, case planning, assessment, and individual counseling for Guests of the Drop-in Center and Graduates, Independent Community Living Program residents, and Interim Housing Guests as needed. Ensure that case management services are offered and guidelines are followed, including intake, assessment, development of a goal plan with each client, setting goals, providing referrals for appropriate services, advocacy, follow up to ensure assistance is secured.
- Work collaboratively with other staff to provide a continuum of services and housing options for Guests and to ensure healthy functioning within the LPCS and the larger community.
- Establish and maintain partnerships with other social service agencies. Work closely with referral and referring agencies to ensure continuity of services for each guest.
- Facilitate groups and classes and life skills.
- Rotate as the on-call Program Manager with other Program Managers to provide after-hours support to LPCS Guests.
- Other duties as assigned.

#### **Operations and Administration**

- Create monthly reports of Drop-in Center statistics, progress, and accomplishments.
- Attend all-staff meetings.
- Attend assigned trainings.
- Maintain accurate and confidential client files using internal systems and the city's HMIS database.
- Other duties as assigned.

#### **Communications and Public Relations**

- Represent the LPCS within advocacy groups, member organizations, and community organizations and to visiting volunteers and groups.
- Attend LPCS' Annual Volunteer Appreciation Event

## PERFORMANCE COMPETENCIES

- LEADERSHIP – Consistently accomplishes the expected objectives and takes on extra tasks or projects as required or necessary. Maintains a positive, achievement-oriented attitude and influences others to do the same. Takes initiative with and is proactive in approach to accomplishing tasks. Ability to make decisions and take actions consistent with organizational goals.
- INITIATIVE – High level of interest in role development, high degree of motivation, and willingness to improve performance and increase job knowledge.
- JUDGMENT - Uses discretion in making decisions within the scope of their job. Refers decisions beyond their scope to supervisor. Discretion in handling confidential material.
- COMMUNICATION SKILLS – Includes the ability to express ideas effectively whether face to face or in writing in both individual and group situations. Adjusting tone and terminology to the needs of the individuals with whom incumbent is communicating. Openly exchanges information in a timely manner. Knows who to keep informed. Uses confidential information with discretion.
- PLANNING AND ORGANIZATION – Ability to schedule workload, set priorities and manage time in order to complete assignments and fulfill responsibilities.
- MANAGEMENT OF RESOURCES – Ability to use time, money, technology, and people as efficiently and effectively as possible. Makes suggestions to improve the resources that pertain to incumbent job responsibilities.
- FOCUS – Interaction with internal and external personnel. Requires putting self in other's place, anticipating and meeting needs quickly and accurately. It also means following up and monitoring situations to be sure everyone is satisfied.
- TEAMWORK – Ability to interact and develop relationships with co-workers, give and receive constructive input, contribute ideas and viewpoints, adapt to changing circumstances and expectations and commitment to understand and remedy interpersonal conflicts.
- TECHNICAL KNOWLEDGE – Individual's ability to demonstrate the specific skills necessary to the position using industry procedures, tools, and equipment necessary to accomplish required tasks.
- WORK HABITS – Demonstrate commitment, dedication, cooperation, positive behavior, adaptability, and flexibility with changes in jobs duties. Being able to anticipate change and bring about changes when they are needed with proper professionalism.
- CREATIVITY – Uses unique approaches and inventiveness. Seeks new alternatives and ideas. Takes appropriate action, and is efficient, resourceful, and creative in attaining position objectives. Ability to be self-directed.
- BUSINESS & ORGANIZATION KNOWLEDGE – Having knowledge of and understanding issues surrounding homelessness and the needs of our guests and Guests and seeing how

the incumbent's position and knowledge plays an important role in the success of LPCS and of the individuals whom we serve/support. It also includes the ability to acquire new knowledge of our homeless services and using this information.

### **EDUCATION AND EXPERIENCE**

- Bachelor's degree in social work, Psychology, or related field preferred.
- Experience working with homeless individuals preferred.

### **HEALTH AND SAFETY REQUIREMENTS/INSTRUCTIONS**

- The physical demands described here are representative of those that must be met by staff member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of the job, the employee is regularly required to sit, stand, move up and down stairways, talk and hear, drive (or otherwise commute) to and from community appointments. The employee may be required to lift and/or move up to ten pounds and occasionally lift and/or move up to twenty pounds. Specific vision abilities required by this job include close vision, distance vision, and peripheral vision.

### **OTHER CONSIDERATIONS**

- As a full-time employee, in addition to legally required benefits, the Program Manager - Recovery is eligible for fringe benefits, including but not limited to paid time off, health and dental benefits, participation in LPCS's retirement program, life insurance.

*Note: this job description is not intended to be all inclusive and employee may perform other duties as assigned*

*Lincoln Park Community Services (LPCS) is an equal opportunity employer. LPCS does not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law. All aspects of employment including the decision to hire, promote, discipline, or discharge will be based on merit, competence, performance, and organizational needs. Our goal is to be a diverse workforce that is representative of those we serve.*