



Job Title: Housing Program Manager (Manager II)
FLSA Status: Exempt
Pay Range: \$31 (\$.58/hour bilingual differential)
Department: Programs & Services
Supervisor: Housing and Treatment Director
Start Date: TBD

Organization Overview

Restorative Partners, Inc. (RP) is a nonprofit organization that transforms lives impacted by crime through healing services and relationships. We believe in accompanying and supporting anyone affected by crime on their healing journey, to be an instrument of restoration, of forgiveness, of accountability, and of reconciliation. We believe that violence is never a solution to any problem and that every person is endowed with a sacred dignity, and is capable of changing, healing, and being restored. We believe that everyone deserves to be treated with respect and dignity. We believe that we can overcome violence with education, love, and compassion.

Job Overview

The Housing Program Manager is responsible for day-to-day management of the Housing Program at Restorative Programs (RP). At this time, this includes Hope House and Rapha House in Los Osos, Anna's Home in Paso Robles, and LyonHeart Place in San Luis Obispo. The Housing Program Manager also oversees contract compliance, database and file maintenance, repair and maintenance projects at the homes, and other logistics coordination for the Housing Program. The Housing Program Manager supervises two Resident Coordinators, who supervise the Night Managers and Respite Workers. The Housing Program Manager works with the Housing and Treatment Director to continue building capacity and best practices across all housing programs. The ideal candidate has a deep knowledge of the recovery housing field, core programs, and operations. All work is done with a restorative justice approach to client services, employee supervision, and external partnerships.

Essential Duties & Responsibilities

Programs

- ❖ Ensure safe, secure, and trauma-informed care of clients in the RP Housing Program
- ❖ Ensure best practices for referrals, intakes, collaborative case management, exits, and referrals to other agencies, and work with Housing and Treatment Director, HR/Finance Director, HR Resource Manager and Operations Team to ensure compliance with all contracts
 - Collaborate with the Housing Team on disciplinary actions as needed (warnings, write ups, and exits) and provide incident reports to the appropriate partners
 - Ensure Housing Team utilizes restorative practices within the Housing Program and provides access to 12-Step activities, recovery meetings in the homes, sponsors or mentorship, and any other recovery support
 - Meet regularly with Reentry Programs & Service Teams for collaborative case management

- Oversee the facilitation of MAT at identified houses, ensuring medication management is being followed and monitored
- ❖ Coordinate and oversee staff performing UA drug screenings with self-pay & DAS clients, coordinating and/or communicating all positive results to Probation, Parole and GEO
- ❖ Collaborate with Housing and Treatment Director to identify, plan, and track all repair or maintenance projects at the recovery homes and serve as the day-of point of contact for vendors or contractors
- ❖ Collaborate with Housing and Treatment Director to research and implement new housing programming when applicable and appropriate

Staff and Volunteer Oversight

- ❖ Oversee two Resident Coordinators who oversee Night Managers and Respite Workers
- ❖ Ensure all staff and volunteers have the proper training and clearance
- ❖ Oversees RP volunteer projects at our recovery homes.

Administrative Duties

- ❖ Coordinate Housing Program tracking sheet and invoicing
- ❖ Collaborate with Housing and Treatment Director for GEO recons and communication with GEO on discrepancies
- ❖ Oversee rents owed in the Housing Program, including collection of self-pay monies owed
- ❖ Collaborate with Housing Director and Operations Team to ensure client handbooks and documents are updated and accurate
- ❖ Oversee management of Housing Program files in the Apricot database, including intakes and case notes, general database maintenance, and quality assurance of electronic and paper files
- ❖ Assist Housing & Treatment Director with data collection and analysis of outcomes

Other duties as assigned.

Knowledge, Skills, Talents, & Abilities
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- ❖ Must be able to obtain and maintain CDCR clearance through our STOP subcontractor to work with people on Parole and must not be currently on Probation or programming with court-ordered programs
- ❖ Understands and practices a restorative justice approach to the criminal justice system
- ❖ Knowledge of SLO County service providers and nonprofit organizations that can assist with employment, education, housing, transportation, etc. support
- ❖ Ability to take initiative and collaboratively plan, organize, coordinate, and implement work in various situations where numerous and diverse demands are involved
- ❖ Ability to organize and plan projects, handle multiple priorities, and anticipate problems and address them proactively
- ❖ Strong conflict management skills
- ❖ Ability to make independent decisions, maintain confidentiality, and exercise sound judgment
- ❖ Ability to establish and maintain effective working relationships within and outside the work group and serve as a liaison for the organizational unit
- ❖ Ability to use active problem solving and effective interpersonal skills while interacting with front line contacts and community members: schools, businesses, government, faith organizations, etc.
- ❖ Excellent verbal and written communication skills
- ❖ Experience working with diverse populations
- ❖ Ability to consistently demonstrate compassion, empathy, professionalism, and accountability

- ❖ Experience in the use of computers, common office equipment (fax, copier, printer, multi-line phone, scanner, etc.), and software systems including Microsoft Office Suite (Outlook, Word, Excel, Powerpoint) and Google Suite (Drive, Sheets, Docs, Calendar, etc.)

Education and/or Experience

- ❖ Minimum two years of experience working in the social service or criminal justice field
- ❖ Preferred - Spanish/English bilingual
- ❖ Must be willing to complete Restorative Partners staff training including Restorative Practices, Cultural Competency, and ongoing training relevant to our work

Certificates, Licenses, Registrations

- ❖ Preferred - Group Facilitation Training (i.e. AVP, CBT, MRT, etc.)
- ❖ Preferred - Motivational Interviewing Training
- ❖ Preferred - Trauma-Informed Practices Training
- ❖ Preferred - Mental Health First Aid
- ❖ Must agree to Mandatory Vaccination Policy

Physical Demands

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. This position requires the ability to occasionally lift up to 20 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment

This job operates primarily in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job also operates occasionally in a locked facility.

Employees are required to adhere to national, state, local, and agency guidelines for health and safety procedures when working in the office space during the COVID pandemic.

Acknowledgement

I acknowledge that I have read the job description and requirements for the **Housing Program Manager** position and certify that I can perform these essential functions.

Applicant/Employee Signature

Date

Restorative Partners is an equal opportunity employer and does not unlawfully discriminate on the basis of race, creed, national origin, disability, sex, gender identity, marital status, age, or any other protected status covered by federal or state law.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change as the needs of the employer and requirements of the job change.