

**Title:** Friendly Manor Program Manager

**Status:** 35 hour work week, ordinarily Monday thru Friday, with some flexible scheduling required. Exempt.

**Reports to:** Senior Homeless Services Director

**Background:** St. Mary's Center (SMC) has served multi-racial, multi-ethnic poverty-level seniors and young children in West Oakland since 1973. Our mission is to be a community of hope, justice, and healing that serves at-risk seniors and preschoolers in the heart of Oakland. We strive to improve quality of life through counseling, shelter, nutrition, advocacy and social support.

**Friendly Manor:** Opened in 1990 by three Sisters of St. Joseph of Carondelet, Friendly Manor is a drop-in center and residence for homeless women. In 2016, St. Mary's Center began managing this vital program which has been a beacon of light for women in West Oakland. The Drop-in Center provides a safe haven for 30-40 women daily, offering breakfast and a simple lunch most days as well as laundry and shower facilities. We work to assist women in taking the "next step," however small, toward a better life. We also host Transitional Housing, for twenty-five formerly homeless women as they work towards securing independent housing.

**Position Summary:** The Friendly Manor Program Manager is responsible for the successful operation of the Resource Drop-In Center and housing programming at Friendly Manor. This position will involve providing information, referral and benefits advocacy and requires the promotion of an environment dedicated to harm reduction, recovery and wellness.

### **Key Responsibilities**

- Manage overall operation of the facility.
- Manage Friendly Manor staff and volunteers including scheduling, recruitment, and other tasks.
- Maintain effective communication with St. Mary's Center Social Work team related to residents' biopsychosocial needs.
- Consult with Representative Payee Service's staff to ensure client income is stable and financial needs are met.
- Work within and promotes an environment dedicated to harm reduction, recovery, and wellness.
- Perform client screening, assessment for eligibility, intake documentation and orientation, and program development.
- Link clients to appropriate community social services, including medical and mental health services, financial benefits, legal services, substance use treatment services and daytime activities.
- Develops and maintains an awareness of community resources and makes appropriate community referrals.

- Serve as a resource for housing and other opportunities in the community; coordinate with SMC team on developing new supports
- Maintain client records in accordance with mandated standards of care for St. Mary's Center including data entry in multiple databases
- Maintain confidentiality regarding patient/resident health information and comply with HIPAA requirements.
- Provide de-escalation techniques and crisis management as needed.
- Contact ACCESS (Acute Crisis Care & Evaluation for System wide Services), police, fire department, first aid, and other service agencies for assistance as needed. \
- Orient new housing participants to the rules, regulations, and processes of the transitional housing program.
- Assist with the pre and post occupancy of transitional housing rooms including evaluation of cleanliness, maintenance, and habitability of quarters. Schedule and conduct room inspections and follow up with maintenance worker as needed for repairs.
- Collect and track program fees to include providing receipts to clients, maintaining calculation worksheets and providing reports to Senior Homeless Services Director
- Support St. Mary's Center development activities by providing information, volunteer/donor outreach as requested, and coordination with Center staff.
- Meet deadlines and comply with agency requirements.
- Other duties as assigned

#### **Qualifications:**

- Bachelor's degree in Social Work, Psychology, Counseling or a related field.
- Minimum of 2 years' experience working with multiple co-occurring challenges of elder and other populations including case management, mental health and substance use disorders.
- Skill in client assessment, organization, and implementation of programs.
- Knowledge and experience in issues confronting women in poverty.
- Experience working with homeless population.
- Must be able to work collaboratively within a strong team environment, and manage designated tasks independently.
- Strong written verbal communications capacity, and strong interpersonal skills.
- Strong organizational skills, attention to detail, ability to prioritize tasks and manage time effectively.
- Bilingual Spanish a plus
- Current, valid CDL, own vehicle required

#### **Experience:**

- A minimum of 2 years' experience in (co) facilitating recovery groups with multiply diagnosed clients.
- A minimum of 2 years' experience in consulting with licensed clinicians on the treatment planning for multiply diagnosed clients (mental health conditions, substance use, medical issues, etc.).
- Experience working within a multidisciplinary team.
- Knowledge of or willingness to learn relevant clinical orientations, such as Organized Delivery Systems and practices recommended by the American Society of Addiction Medicine, and

use of trauma informed care modalities to support women as they recover from homelessness and adjust to major life changes.

- Demonstrated knowledge, ability and willingness to engage in continuous learning about ethnic, spiritual, and culturally diverse backgrounds.

**Other:** Must secure annual TB screen. It is strongly recommended to receive a yearly flu shot.

**GENERAL STAFF ROLES:** Along with all employees, the Program Manager is expected to:

- Foster an environment that promotes trust and cooperation among leadership and staff.
- Apply policies and procedures to ensure that the principles of St. Mary's Center are implemented.
- Maintain confidentiality in accordance with federal, state, and local regulations and in accordance with professional codes of conduct.
- Understand the mission, values, and principles of St. Mary's Center and applies them in work responsibilities.

**PHYSICAL DEMANDS:** 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. In general, while performing the duties of this job, the employee is expected to stand; walk; sit; reach with hands and arms; and talk or hear.

- Must be able to clearly communicate with others to understand them and to be understood.
- Must be able to occasionally lift and/or move up to 20 pounds.
- Must be able to effectively use a computer and telephone to conduct business.
- Must be able to communicate over a telephone, and take notes.
- Must be able to attend in-person or web-based meetings, sitting, listening, taking notes.

#### **Equal Employment Opportunity Employer**

St. Mary's Center is an equal opportunity employer and is committed to an active Equal Employment Opportunity Program (EEO). It is the stated policy of St. Mary's Center that all employees and applicants shall receive equal consideration and treatment in employment without regard to race, color, religion, ancestry, national origin, age (over 40), sex, marital status, medical condition (cancer related) or physical handicap (includes all other medical condition).

**COMPENSATION:** Salary range is \$45,000 - \$49,000, commensurate with experience. We provide a benefits package, including medical, dental, 401k after first year, 12 holidays plus birthday, paid vacation and sick time.

To apply: Send a cover letter and resume to [hr@stmaryscenter.org](mailto:hr@stmaryscenter.org). First review will take place on or before February 4 with a desired start date early in the first quarter.