

# IRIS HOUSE, INC.

## POSITION DESCRIPTION

**Position Title:** Program Manager, Housing Services

**FLSA Status:** Exempt

**Department:** Housing

**Date:** May 2024

**Reports To:** Senior Director Housing Services and Operations

**Salary:** \$80,000-\$90,000

**Location:** West Side 2389 ACP Headquarters

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### POSITION SUMMARY

In collaboration with the Senior Director of Housing Services and Operations, the Program Manager (PM) manages, organizes, and directly oversees the agency's Housing Opportunities for People with AIDS (HOPWA) and the I.R.I.S programs. The PM is responsible for the administration of the program, including staff supervision, overseeing and supervising the activities of program clients, implementation of overall agency objectives and the preparation and submitting of all monthly reports, coordination with the funder as needed. The PM is responsible for the effective use of program resources to improve organizational productivity and client related services. The PM oversees, supervises and assists in the direct provision of all substance use and mental health counseling activities. The PM is responsible for development and implementation of the programs' policies and procedures. Performs related work as required.

### ESSENTIAL POSITION FUNCTIONS

1. Provides direction and oversight for the clinical component of the program to ensure clients receive comprehensive assessments, service plans and other high-quality supportive services.
2. Directly supervises the Clinical Coordinator with respect to individual and group mental health and substance use counseling.
3. Evaluates the effectiveness of ongoing operations and the application of the contract providers' requirements to ensure compliance and to make recommendations for the development and implementation of new and/or revised program policies and procedures and to develop and implement service delivery activities that effectively meet the needs of clients.
4. Ensure quality assurance by periodically auditing and reviewing client charts to assess adherence to the provider's contractual agreement, to ensure the completeness of all chart documentation and to assess the quality of services delivered. Monitors the overall effectiveness and efficiency of the program's operations by maintaining performance monitoring systems for all programs and services provided to Iris House clients. Oversees all program entry into eCOMPASS and AWARDS as required by funder.
5. Coordinates with program staff to ensure client eligibility is maintained and program income fees are properly computed and collected; coordinates with funders and relevant parties to ensure proper rent reimbursement.
6. Establishes a system to monitor the physical and emotional needs of housing residents to supports clients' efforts to live independent and self-sufficient.

7. Manages, plans, directs and coordinates the program's policies and procedures, work plan and operating protocols; direct supervision of program staff, including CASAC/CASAC-T and Clinical Coordinator in the areas of mental health and substance use; reviews, evaluates and assesses workload, work methods and procedures, resolves problems and directs and implements changes. Prepares budget and tracks expenditures and budget variances and works to maintain program's fiscal integrity.
8. Works with the Housing Specialist to locate and assess the appropriateness of prospective apartments, secure lease agreements and determine when apartment should be de-leased.
9. Manages the program's budget and ensures the completeness and accuracy of all documentation and billing activities and reconciles and/or resolves discrepancies as needed.
10. Assesses staff skills and develops individualized and group training plans that enhance and/or improves staff performance and the operational objectives of the department.
11. Participates in the programs staff hiring processes by collaborating in the first screening process.
12. Monitors and evaluates assigned personnel, provides and coordinates staff training; works with employees on performance issues, responds to staff questions and concerns; makes discipline recommendations to Director of Housing Services and Operations.
13. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures, identifies opportunities for improvement and reviews with the Sr. Director of Housing Services and Operations
14. Provides case management services to consumers who are not assigned a Case Manager.
15. Conducts field visits/Home visits as required.
16. Ensures Senior Director of Housing Services and Operations is informed of significant issues and conditions that may have an adverse impact on the organization's operation and goals.
17. Participates in creating and maintaining a workplace that values diversity and is free of racism, sexism, heterosexism and other discriminatory practices.

## **OTHER POSITION FUNCTIONS**

1. Serves as a liaison between NYCDOHMH (program funder) and Iris House.
2. Prepares clear and concise reports, correspondence, policies, procedures, and other written materials
3. Establishes, maintains and foster positive and effective relationships with those contracted in the course of work.
4. Performs other duties as assigned by Supervisors.

## **POSITION REQUIREMENTS**

**Education:** Bachelor's degree required.

**Experience:** At least five (5) years of related social service/homeless services experience, including two (2) years of management and administrative experience of NYC and state contracts (DOHMH, DHS, HASA, OMH). Experience with ECOMPASS, CAPS and AWARDS preferred.

**Other Requirements:** Knowledge and understanding of facilities management and the special needs of individuals living with HIV/AIDS, Chronically homeless single adults who has a serious mental illness, a substance use disorder, or co-occurring SMI and SUD. Excellent organization and communication skills; ability to work effectively with diverse providers of outside services. Knowledge of federal, state and local laws and regulations related to area of responsibility, such as confidentiality and privacy laws.

## **CONTACTS**

**Internal:** Frequent contact with senior management, other directors, team members from other departments and program participants.

**External:** Frequent contact with contract provider(s), community agencies and service providers.

**Qualified candidates please submit your resume with a cover letter to Human Resources, at [Humanresources@irishouse.org](mailto:Humanresources@irishouse.org)**