

Job Description-Program Manager HPS-CV

Status: Exempt (Temporary Position May 2021- December2021)
Hours: Full-Time, some nights, weekends, and holidays
Compensation: \$50,000
Benefits: Health, Dental, Vision, 403(b)
Reports to: Client Services Coordinator
Description: The Program Manager supervises the Homelessness Prevention HPS-CV program. This position also works closely with the Program Manager of Client Services in assisting with case management, workshops, outreach, and special projects.

DUTIES AND RESPONSIBILITIES:

Program Management

- Monitor service delivery by maintaining regular contact with clients and service providers/programs the clients are engaged with.
- Creative attempts to help clients benefit from resources and services that support household stability. This includes serving as a client advocate.
- Provide informal support and network building to help clients increase their overall support system.
- Maintain thorough and accurate progress notes, files, and correspondences in HMIS and Salesforce databases
- Coordinate, participate and assist with outreach events.
- Oversee program development through development and implementation of policies and procedures
- Supervise the HPS-CV case worker.

West Valley Community Services believes that each employee makes a significant contribution to our success and should not be limited by the assigned responsibilities. This job description outlines primary duties, qualifications, and job scope, but is not intended to be a comprehensive description of job responsibilities. We expect each employee to offer his/her services as necessary to ensure the success of our endeavors.

QUALIFICATIONS:

- Bachelor's degree from an accredited college or university or equivalent experience.
- Demonstrated skills in working with clients from various backgrounds and embraces WVCS's mission to provide basic human needs with compassion and in a dignified environment.
- Basic computer knowledge, MS Word and Excel required

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- As a small organization operating in a very dynamic environment, a significant amount of flexibility and teamwork is required. Employees are expected to work collaboratively to ensure organizational success.

ABOUT WEST VALLEY COMMUNITY SERVICES

West Valley Community Services is a nonprofit organization that has been providing safety net services to low income and homeless individuals and families in the west valley region of Santa Clara County for more than 40 years. The mission of West Valley Community Services is to unite the community to fight hunger and homelessness. Our work is guided by the vision of a community where every person has food on the table and every person has a roof over their head.

At West Valley Community Services, we value:

- Compassion – We respond to the needs of others with sensitivity and kindness.
- Dignity – We treat everyone with honor and respect.
- Integrity – We operate with honesty and strong moral principles.
- Service – We bring together the community to help others.
- Diversity – We value each individual's uniqueness.
- Ingenuity - We approach our work with creativity and resourcefulness.

These values inform the work we do with our clients, our staff, our board members, and the community.

West Valley Community Services offers a range of safety net services to clients, including a food pantry, affordable housing, emergency financial assistance, a mobile food pantry, financial coaching, family support, case management, and referral services. We also partner with county agencies to ensure clients have access to public health and food assistance benefits. Our programs target families with children, at-risk youth, seniors, individuals, and disabled adults who are extremely low-income, living on a fixed-income, homeless or are at risk of becoming homeless.

West Valley Community Services is the only nonprofit agency helping the almost 22,000 men, women, and children living in poverty in the west valley communities of Cupertino, West San Jose, Monte Sereno, Saratoga, Los Gatos and the surrounding mountain regions. We provide the most vital and basic human services to the community's neediest individuals and families.

WVCS Jobs – hr@wvcommunityservices.org [Please indicate “**Program Manager HPS-CV**” in the subject line of the email]