



**Abode Services** is seeking a dynamic **Senior Program Manager for Coordinated Entry (CE)**, the Department of Housing and Urban Development (HUD) standardized process for connecting people experiencing homelessness to the resources available in the community in Alameda County. The Senior Program Manager will oversee the Housing Resource Centers, supervise assessors, and provide overall leadership to the overall Coordinated Entry team. Reporting to the Director of Health and Wellness, this position is based in Fremont and will also represent Abode Services county wide at on-going CE meetings, collaborating and problem solving with community partners.

#### **Abode's Benefits & Perks:**

- **Competitive pay: \$65,000 -73,000 annual salary**
- Dynamic, mission-drive culture and supportive leadership. We support you in supporting others.
- Full Benefits Package: 100% Medical, Dental, Vision benefits coverage for employees.
- 19 Paid Time Off days and 9 Paid Holidays per year.
- Voluntary benefits: FSA, EAP, Commuter Checks, Life Insurance, Legal, and more.
- 403(b) Retirement Savings Plans with Employer Match & Contribution Programs.

#### **How You Meet the Qualifications:**

- MA/MS degree in Psychology, Human Services, Social Work, Sociology or related field required.
- Bilingual in Spanish or other language (Mandarin, Cantonese, Vietnamese, Hindi) preferred.
- Lived experience with mental illness, homelessness, and/or co-occurring disorders or experiences as a family member of someone with lived experience preferred.
- 2+ years of experience providing program coordination and staff supervision.
- Must be able to build strong collaborative relationships with non-profit, city, and county partners.
- Experience with program development, monitoring, and evaluation required.
- Knowledge and ability to implement evidence-based models, Psychosocial Rehabilitation, Harm Reduction, Housing First, and Motivational Interviewing.
- Ability to build supportive, respectful working relationships with participants and sensitivity to their needs.
- Excellent verbal/written communication skills. Strong organizational and time management skills.
- Understanding and practice of culturally sensitive components of direct service delivery through open dialogs and self-exploration with diverse group.
- Ability to effectively intervene in crisis situations using de-escalation techniques.
- Must be able for frequent travel by car throughout the Alameda County region, valid CA Driver's License, auto insurance, and clean DMV record.
- Flexibility in work hours, including some weekends and evenings.

#### **How You Make an Impact:**

- Provide leadership and supervision to Coordinated Entry and Housing Resources Centers in South, East and Mid-County.
- Participate in county-wide meetings, provide feedback on successes and system re-designs.

- Engage in on-going tracking and evaluation of program goals and effectiveness.
- Support staff in crisis situations and problem solve on challenging participant situations.
- Supervise, coach, and train managers and assessors, provide disciplinary action as needed.
- Oversee and approve the allocation of various housing support funding.
- Work with CE staff to ensure real time, accurate data entry and reporting.
- Monitor Housing Navigators and Housing Tenancy Service Coordinators contacts with participants to ensure maximization of funding and program deliverables are met.
- Facilitate case conferencing and administrative meetings.
- Develop policy and procedures, services delivery, materials, and other aspects of program.

*Notice: This description is to be used as a guide only. It does not constitute a contract, commitment or promise of any kind. Abode Services reserves the right to change, add, delete, upgrade or downgrade the position as dictated by business necessity at anytime with or without notice.*

**Abode Services is an Equal Opportunity Employer/Drug Free Workplace**