Supervisor: Shena McFadden

<table>
<thead>
<tr>
<th>Current Position Title:</th>
<th>Program Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department/Division:</td>
<td>Housing and Wellness</td>
</tr>
<tr>
<td>Work Location:</td>
<td>CFLS Locations</td>
</tr>
<tr>
<td>Supervisor’s Title:</td>
<td>Director of Housing and Wellness</td>
</tr>
<tr>
<td>Work Status:</td>
<td>FT</td>
</tr>
<tr>
<td>FLSA:</td>
<td>Exempt</td>
</tr>
<tr>
<td>Classification:</td>
<td>P(3)</td>
</tr>
</tbody>
</table>

A. Summary Statement

Under the Direction of the Director of Housing and Wellness this role oversees the day-to-day operations of the Ryan White department and DBH housing programs and manages the overall program delivery. Responsible for the timely submission of all program reports and contributes to the development of grant applications and proposals.

B. Essential Duties and Responsibilities

In performing the duties and responsibilities of this position the Program Manager will demonstrate adherence to CFLS’ core values through:

- Acknowledging the dignity of the whole person
- Meeting people where they are
- Focusing on family stability and wellness
- Ensuring staff wellbeing and opportunities for growth

Responsibility

1. Maintain and follow all facility requirements for Milestone and DBH housing programs.
2. Coordinate activities and services for the Ryan White Medical Case Management Program
3. Oversee compliance of services targeted to clients
4. Coordinate activities and services for the DBH Housing programs
5. Provide supervision to case managers monthly
6. Document all case activities in a timely manner including goods and services provided through case management, advocacy, and supportive services on behalf of clients and home visits.
7. Provide intensive and ongoing monitoring of participants to maintain housing stability, provide support and crisis intervention as necessary, and ensure adherence with program guidelines
8. Staff liaison to key representatives of contract agencies and/or funding sources
9. Supervise other program staff
10. Review program areas to determine performance standards
11. Conduct outreach and recruitment to expand the number of clients served.
12. Manage a caseload, conducting comprehensive psychosocial assessments, medical adherence
Responsibility

assessments, non-medical and housing case management, housing stability plans and prepare service plans to address participant needs.

13. Coordinate HOPWA services and manage activities to ensure program meets outcome goals.
14. Respond in a timely manner to all client needs
15. Complete programmatic reports monthly or as requested by funders
16. Track outcomes and offer program recommendations
17. Manage community partnerships.
18. Coordinate activities and services for the Ryan White Medical Case Management Program, HOPWA, and Human Care Agreement
19. Other duties as assigned

C. Nature of Work

- Tasks are highly complex.
- Tasks require comparing alternative courses of action and making a decision after considering the options.
- Tasks require contact with sensitive and confidential information.
- Work requires imagination, originality and/or creativity.

D. Collaboration and Interaction

- Identify needs/concerns of others, determine potential solutions, resolve or redirect appropriately.
- Persuade, gain cooperation and acceptance of ideas or collaborate on significant projects.
- Resolve conflict, negotiate or collaborate on major projects.

E. Leadership Responsibilities and Reporting Relationships

Functions as a manager of a unit, section or major function and typically supervises personnel who are first-line supervisors or persons having professional responsibility

F. Oversight and Direction

Employee plans and carries out assignments and resolves most conflicts that arise

G. Minimum Requirements

Master's degree, licensure and 5+ years relevant experience or equivalent combination of education and experience

H. Unique Job Requirements

I. Physical Requirements
**JOB DESCRIPTION**

<table>
<thead>
<tr>
<th>Physical Demand</th>
<th>Activities</th>
<th>Percentage of Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stand or Sit</td>
<td>Able to stay in stationary position</td>
<td></td>
</tr>
<tr>
<td>Walk</td>
<td>Able to move, traverse around physically</td>
<td></td>
</tr>
<tr>
<td>Use Hands/Fingers to Handle or Feel</td>
<td>Operate, activate, use, prepare, inspect, place, detect, position</td>
<td></td>
</tr>
<tr>
<td>Climb (stairs/ladders) or Balance</td>
<td>Ascend/descend, work atop, traverse</td>
<td></td>
</tr>
<tr>
<td>Stoop, Kneel, Crouch, or Crawl</td>
<td>Position self (to), move</td>
<td></td>
</tr>
<tr>
<td>Talk/Hear</td>
<td>Communicate, detect, converse with, discern, convey, express oneself, exchange information</td>
<td></td>
</tr>
<tr>
<td>See</td>
<td>Detect, determine, perceive, identify, recognize, judge, observe, inspect, estimate, assess</td>
<td></td>
</tr>
<tr>
<td>Carry Weight, Lift</td>
<td>Move, transport, position, put, install, remove</td>
<td></td>
</tr>
<tr>
<td>Exposure to Work</td>
<td>Exposed, work around</td>
<td></td>
</tr>
</tbody>
</table>

Date: ___________________________  Signature ________________________________

CFLS RESERVES THE RIGHT TO MODIFY, INTERPRET, OR APPLY THIS JOB DESCRIPTION IN ANY WAY THE COMPANY DESIRES. THIS JOB DESCRIPTION IN NO WAY IMPLIES THAT THESE ARE THE ONLY DUTIES, INCLUDING ESSENTIAL DUTIES, TO BE PERFORMED BY THE EMPLOYEE OCCUPYING THIS POSITION. THIS JOB DESCRIPTION IS NOT AN EMPLOYMENT CONTRACT, IMPLIED OR OTHERWISE. THE EMPLOYMENT RELATIONSHIP REMAINS “AT-WILL.” THE JOB REQUIREMENTS ABOVE ARE SUBJECT TO CHANGE TO REASONABLY ACCOMMODATE QUALIFIED DISABLED INDIVIDUALS.