



Job Description

**Please send resume to Jacqueline Holloway, HR Manager:
jholloway@cvrmm.org**

Title: Women's Program Manager

Exempt Position: \$70,000-\$75,000 a year. Normal business hours, based on a forty-hour work week, with occasional administrative on-call responsibilities as needed or directed by management.

Coachella Valley Rescue Mission offers a comprehensive benefits program, which includes medical insurance, 401k with 4% match, company cell phone (or cell phone allowance), mileage reimbursement, 7 paid PTO days annually and accrued vacation and sick time.

Duties and Responsibilities:

1. Understand and adhere to all Mission policies, procedures, and job responsibilities as established by Director of Operations and Executive Director.
2. Enforce without discrimination or favoritism all Mission rules, regulations, and Program Structures to all Program clients.
3. **Report all violations of Mission / Program policies immediately to Director of Operations and/or Executive Director.**
4. Provide programming and/or case management, safety awareness, job training, counselling, and life skills to clients by following the CVRM Program Structure.
5. Responsible for a share of client case load and maintain current "Case Notes" in Mission Tracker.
6. Maintain, in a timely manner, confidential electronic client data information and hard copy files with a recording of client needs, strengths, and goals.
7. Prepares weekly briefings for manager meeting; discusses weekly Program progress.
8. Collaborates with all departments when involving client operations. (Ex. Working with Development Department to coordinate events for clients.)
9. General oversight of cleanliness, safety, and operations of the House Programs.
10. Supervise development of the Program Assistant to meet Program Structure requirements.
11. Review with OverNight Emergency shelter manager and staff for incoming clients to accommodate program capacity.
12. Occasionally attend community outreach events.
13. Promote the Mission, fostering positive staff and community relations.
14. Provide guidance, support, and counseling to Program clients.
15. Provide assistance to clients in Programs with minor children to meet obligations for maintaining or reunification of families.
16. Provide arbitration concerning grievances between Program and clients, guests or staff.

17. Additional duties as assigned by Director of Operations, and/or Executive Director.

Required Education and Experience: Bachelors Degree in Sociology, Social Work Psychology, any relevant field required. Experience working at a non-profit a plus, Certified Alcohol Drug Counselor certification a plus. 3-5 years experience working as a case manager; working with adults with addictions or homeless community is desired. Experience working in management and leading a team of employees 3 or more preferred.

Skills and Abilities:

1. Reliable transportation.
2. Ability be able to lift up to 50lbs, position entails lifting, pushing, and pulling.
3. CPR certification preferred.
4. Must have experience working with Microsoft Word, Excel, ETC. CRM/ Client tracking software experience is required.
5. Ability to communicate in written and/or verbal modalities to serve internal and external customers/clients. Have resources or Spanish speaking capability to communicate with Program clients.
6. Must maintain proper and updated files for all departments supervised.
7. Oversee and coordinate with clients for their health, care, and personal growth with all current, past, and potential clients.
8. Must maintain excellent public relations skills with the community and other organizations.
9. Must utilize effective time-management, problem solving skills, adapt to Program changes that are modified by Directors of the Mission in the best interest of the clients health, care, and personal growth.
10. Must maintain respectful, collaborative, good working relationships with all clients, staff, Board Members, volunteers and individuals associated from other organizations.
11. Additional duties as assigned by Director of Operations and/or Executive or Associate Directors.

Work environment: Working with homeless individuals and mothers with children on a daily basis. Working with clients that have criminal backgrounds. This position operates in a professional air-conditioned office environment with exposure to fluorescent and LED lighting as well as VDT illumination. Noise levels are low to moderate.

Conditions of employment: Must pass a pre-employment reference check. This role is not eligible for remote work, telecommuting, virtual or home-based work

Reports To: Director of Operations

Supervises: Program Staff and Housing Department