

## Program Manager

### HOPE-Safe Haven Non-Traditional Shelter

HOPE's (Helping Other People through Empowerment, Inc) Safe Haven program is a 20-bed non-traditional shelter for adults who have experienced chronic homelessness and mental illness. Residents receive services that promote stabilization, acquisition of life skills, referrals to needed resources, and ultimately discharge to permanent housing. HOPE is an equal opportunity employer.

POSITION OVERVIEW: The Program Manager is responsible for the day to day operation of the Safe Haven. This includes, but is not limited to the following; supervision of staff, work schedule, menu planning, acquisition of supplies, oversight of meal prep, ensuring staff are making appropriate referrals to outside agencies and services, oversight and maintenance of resident files, required reporting internally and to funding sources, attendance at meetings and seminars as relate to position, reporting maintenance concerns, and other duties as assigned. The guiding principle is that everyone is treated with respect and dignity, and staff serve as role models, mentors, advocates and motivators for participants in order to promote stabilization and personal growth. This is a full-time position, where some evening and weekend work is occasionally required. Reports to the Executive Director.

#### SKILLS & KNOWLEDGE:

Knowledge of the Baltimore City behavioral health system and resources  
Effective written and verbal communication  
Ability to provide leadership, oversight, and guidance of staff  
Focus on team approach to management  
Attention to detail, and reporting requirements  
Self-starter & able to work with minimal oversight  
Ability to comply with established standards of ethics and confidentiality  
Knowledge of the signs of substance use disorders, mental health disorders, & co-occurring disorders  
Able to respond to and de-escalate outbursts and  
instants of crisis  
Ability to work with participants who display behavioral health symptoms

#### EDUCATION/REQUIREMENTS:

Bachelor's degree in a human services field, or a high school diploma/GED & significant experience  
Experience with those who have mental illness & addictions  
First Aid and CPR certified, or obtain within 1 month of hire  
Driver's license and clear driving record  
Use of personal transportation

Salary: Commensurate with education, certification, & experience

TO APPLY send your cover letter and resume to:

HOPE

Attn: Search Committee-Program Manager

2828 Loch Raven Rd

Baltimore, MD 21218

or

info@HOPEbaltimore.com, Subject line: Search Committee-Program Manager