



Position: Outreach & Emergency Services Program Manager

Reports to: Director of Outreach & Emergency Services

FLSA Status: Exempt

Full or Part-time: Full - time

Summary

The Outreach Emergency Services Program Manager is a pivotal management role responsible for overseeing homeless outreach and housing components within the Emergency Services Department. The manager ensures that proactive and robust community outreach efforts are consistently executed by the team. Their focus is on providing strategic guidance and support to the Case Managers and Peer Support Specialists in their mission to connect homeless individuals from various locations to critical community mental health services, housing, and mainstream resources, ultimately working towards ending homelessness.

Primary Responsibilities

- **Organizational Support:** Collaborate with and support the HOPE Atlanta team, following the direction provided to enhance organizational efficiency.
- **Program Management:** Partner with the Director of Emergency Services for strategic planning, development, execution, and continuous quality improvement of all program aspects, ensuring compliance with set standards.
- **Policy Development:** Aid in crafting and administering homeless housing policies and procedures, ensuring alignment with agency accreditation standards and primary funding source requirements.
- **Reporting:** Deliver accurate monthly and annual reports to various stakeholders, including funders and grantors, to maintain transparency and accountability.
- **Staff Supervision:** Oversee the comprehensive management of staff, encompassing evaluations, training, workload distribution, and professional development.
- **Client Engagement:** Offer coordinated entry services using assertive engagement techniques, such as mobile assessments, immediate shelter referrals, and continuous guidance to help clients transition to permanent or supportive housing.
- **Community Engagement:** Attend CoC committee meetings focused on ClientTrack, CoC updates, and new initiatives, ensuring the organization remains updated and engaged with the broader community.
- **Reporting to Director:** Provide weekly updates to the Director of Emergency Services detailing client engagement, enrollment, housing, and connections to resources and services. Additionally, comply with monthly/annual reporting mandates.



- **Performance Analysis:** Conduct regular reviews of caseloads and program metrics with Case Managers to confirm KPI adherence and brainstorm solutions when targets are not met.
- **Quality Assurance:** Guarantee that intakes, assessments, and services are performed according to standards and are in alignment with regulations and grant prerequisites.
- **Agency Representation:** Act as a spokesperson for both the program and the agency in various internal and external liaison activities, fostering strong relationships with community stakeholders.
- **Community Communication:** Proactively establish and sustain effective, efficient communications with community partners, grantors, and other community representatives to bolster collaboration and support.
- Other Duties as Assigned.

Knowledge, Skills & Qualification

Knowledge:

- **Homelessness Dynamics:** Understand the root causes, complexities, and challenges associated with homelessness.
- **Regulations and Compliance:** Familiarity with local, state, and federal laws and regulations governing homelessness and associated services.
- **Program Management:** In-depth understanding of program planning, development, implementation, and evaluation methods.
- **Funding Mechanisms:** Knowledge of primary funding sources, grant management, and the specifics of donor requirements.
- **Community Resources:** Awareness of available community mental health services, housing solutions, and mainstream resources.

Skills:

- **Leadership:** Demonstrated ability to guide, inspire, and manage teams effectively.
- **Communication:** Articulate and persuasive in both written and verbal forms, able to present complex information in a clear manner.
- **Analytical:** Proficient in evaluating program metrics, analyzing data, and deriving actionable insights.
- **Strategic Planning:** Capable of developing short-term and long-term strategies to achieve desired outcomes.
- **Problem Solving:** Adept at identifying challenges and brainstorming effective solutions.
- **Networking:** Ability to forge and maintain relationships with community partners, grantors, and other stakeholders.

Abilities:

- **Adaptability:** Capable of adjusting to changes in regulations, community needs, or organizational strategies.
- **Collaboration:** Work effectively with diverse teams, both internally and externally.
- **Time Management:** Manage multiple tasks and responsibilities simultaneously, prioritizing effectively.



- Decision-Making: Use sound judgment to make decisions in the best interests of the organization and its clients.

Qualifications:

- Bachelor's degree in Social Work, Public Administration, Public Health, or a related field. A Master's degree is a plus.
- Minimum of 3 years of relevant experience in homelessness services, outreach, program management, and/or with related vulnerable communities (mental health, behavioral health, substance use).
- Two (2) years of team/staff management experience, preferred.
- Certifications or training in crisis intervention, case management, or related fields would be advantageous.
- Proficient in MS Office Suite, Homeless Management Information System Client Track, and database systems, etc.
- Experience working with diverse populations and a commitment to promoting inclusivity and equity.
- Experience conducting outreach (places/spaces not meant for human habitation, i.e., street/sidewalks, highway off-ramps, under bridges, encampments, abandoned buildings) preferred.
- Possess a valid Georgia driver's license, with a good driving record and reliable transportation, required.