

TENFOLD

JOB DESCRIPTION

Equal Opportunity Employer (EOE)

Job Title: Program Manager, Coordinated Entry, Outreach, and Pathways Programs

Date Revised: August 23, 2024

A. Basic Functions:

Coordinate all aspects of Tenfold's Coordinated Entry, Outreach, and Pathways programs, including program development, implementation, administration, outcomes tracking and reporting, direct supervision of Coordinated Entry, Outreach and Pathways staff, ongoing program compliance, ensuring that all accreditation standards are met and adhered to, and fostering coordination with referring entities, other service providers and community partners. The Program Manager participates in various components of the Lancaster County Homelessness Coalition and other community initiatives related to homelessness and housing.

B. Essential Responsibilities:

1. Develop expertise in all areas related to the programs and provide direction and oversight for program implementation and effective service delivery.
2. Provide overall program administration and coordination, including:
 - Fiscal management – assisting with the development and oversight of annual program budgets
 - Outcomes tracking – develop and track appropriate and required outcomes for each program
 - Ensuring contract compliance with various funding sources for each program
 - Implementing new directives
 - Maintaining all program and professional standards as established by Tenfold in coordination with HUD and other funding and/or regulatory agencies
 - Oversee HMIS data entry for Coordinated Entry, Outreach, and Pathways staff
3. Provide direct supervision to the direct service staff for Coordinated Entry, Outreach, and Pathways, including:
 - Hiring and training new staff
 - Case consultation and direction
 - Scheduling appropriate staff coverage, especially for emergencies and planned absences
 - Performing monthly reviews of client records for program compliance and staff coaching
 - Manage staff performance and complete annual performance reviews
 - Conduct regular program staff meetings to address program improvements, discuss problematic cases and other relevant issues
 - Determine training needs and opportunities for the program staff. Schedule in-house training as needed and approve/deny requests for outside trainings and conferences.
4. Meet with the Director of Supportive Housing Programs regularly to determine program needs and direction for improvement, consult on supervision issues as needed, explore new opportunities for services, and continue to assess and improve the quality of the programs.
5. Serve as a liaison between the programs and the area shelters, referring agencies, other service

providers and community organizations.

6. Provide leadership, training and support to other organizations in the community with staff who participate in the work of coordinated entry, including:
 - Prepare and oversee quarterly coordinated entry meetings with providers
 - Provide initial and ongoing training for providers' staff
 - Maintain an up-to-date coordinated entry training manual
 - Collaborate with partner agencies to improve and enhance HMIS workflow
 - In collaboration with the Lancaster County Homelessness Coalition, perform internal audits of HMIS workflows of coordinated entry providers to ensure workflow is complete
 - Ensure pre-screening is being conducted in a manner that aligns with needs, timely response and follow-up made, and referrals are appropriate to the providers across the network
7. Develop and maintain close working relationships with staff of the Lancaster County Homelessness Coalition who provide oversight of Coordinated Entry, Outreach and Pathways services in the community.
8. Coordinate directly with the Director of United Way's 2-1-1 call center, provider of initial screening services to deliver effective client service
9. Provide program representation at various meetings and committees as assigned.
10. Participate in meetings pertaining to Coordinated Entry, Outreach and Pathways.
11. Ensure all monthly and annual reporting is completed according to Tenfold policies.
12. Review the annual budget with the appropriate accounting staff person and monitor expenses within each program's established budget.
13. Promote Tenfold programs to legislators, businesses, other agencies, civic clubs, landlords and faith communities by communicating client needs, program outcomes, and Tenfold services.
 - Commitment to Tenfold's Core Values: We Value Empowerment; We value Innovation; We Value Integrity; We Value Diversity, Equity and Inclusion; We Value Teamwork

C. Other Functions:

Assume other responsibilities as assigned

D. Supervision Exercised:

Provide direct supervision for all staff in the Coordinated Entry, Outreach and Pathways programs.

E. Supervision Received:

Responsible to the Director of Supportive Housing Programs

F. Minimum Knowledge, Skills, and Abilities:

- Minimum Education Requirements – Master's Degree in social work or related field preferred; Bachelor's Degree in social work or related field required
- Minimum of one year of management experience including supervising staff, two or more years preferred
- Minimum of two years of experience providing direct client service with low to moderate income households
- Strong organizational, time management skills, and detail oriented

- Strong supervisory and people skills
- Capacity to foster teamwork, growth and excellence in staff
- Fluency in the English language is required. Bilingual in English and Spanish desired
- Creative thinking
- Flexibility with the capacity to adapt and change
- Excellent communications skills
- Budget and quantitative skills
- Valid driver’s license and an insured personal vehicle required
- Competency with computers especially Microsoft Word, Excel, and Outlook. Experience with a client management database helpful.
- Sensitivity to cultural and socioeconomic characteristics of populations served
- Commitment to empowering others to solve their own problems
- Belief in the capacity of people to grow and change
- The ability to work professionally and collaboratively within and beyond Tenfold
- The capacity to meet required outcome and service goals
- The ability to set and manage appropriate boundaries and limits

G. Classification:

This full-time position is classified as exempt from overtime and compensation is paid on a salaried basis.

The above is intended to describe the general contents of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understand the responsibilities and requirements of this position for which I have been employed by Tenfold.

Employee Signature: _____ Date: _____

Equal Employment Opportunity

Tenfold is an equal opportunity employer and does not discriminate on the basis of race, color, gender, disability, ethnicity, religion, sexual orientation, national origin, age, citizenship, veteran status or genetic information.

Americans with Disabilities Act

Applicants as well as employees who are or become disabled must be able to perform the essential duties and responsibilities either unaided or with reasonable accommodation. The agency shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

