



Wanted: Versatile energetic individual to join our team at Hands On Hartford as the **Assistant Manager of HOH's Housing Programs** to provide leadership and assist the manager of HOH's housing programs, including program planning and daily operations

Why work at Hands On Hartford: Hands On Hartford, in partnership with others, strengthens community in Hartford by responding faithfully to people in need through programs that change lives and renew human possibility.

What you will do as the Assistant Manager of HOH's Housing Programs: You will do many things including but not limited to:

- Assist HOH Housing Manager to recruit, orient, supervise, train, schedule, evaluate and support assigned staff, service members, interns and volunteers.
- Provide daily support and coordination opportunities for housing case management staff including care coordination, joint home visits, etc.
- Ensure that documentation of all programs' services is completed in a timely and comprehensive manner to meet internal and external requirements.
- Develop and use tools such as work plans, written procedures, task lists, and ticklers to manage and communicate operations and refinements for the program.
- Coordinate quality assurance and improvement activities for HOH housing programs by utilizing monthly chart reviews.
- Ensure regular opportunities for staff team building, training, and communication.
- Work with the HOH Housing Manager, Director of Program Services and Evaluation, Executive Director, agency senior staff and program staff to identify and solve problems, adapt programs to changing community needs, envision and strategically plan for the future.
- Maintain case load of up to four participants.
- Ensure housing first and harm reduction approach is incorporated into work; utilize strategies from Motivational Interviewing, Seeking Safety, etc.
- Provide services in a culturally competent manner and uphold elements of trauma sensitive care.
- Maintain confidentiality.

You may be a good fit if you:

- Believe in our mission and core values
- Have a desire to grow professionally
- Have a minimum of BA plus at least 3 years related experience including demonstrated experience providing management or coordination of supportive housing/ case management programs or supervision or management and project coordination
- Strong organizational and communication skills required
- Are a critical thinker, a problem solver, and resourceful
- Are creative, flexible, and able to work as part of a team
- Have a demonstrated knowledge, interest, & experience in services/issues related to HIV, homelessness, substance abuse/mental illness
- Have a demonstrated ability and experience engaging/supporting individuals and in crisis management
- Have knowledge and proficiency in using computer applications, including standard Windows applications
- Fluency in Spanish and English and Master's degree preferred
- Have a valid driver's license, registered and insured motor vehicle and ability to lift and carry at least 25 pounds

When: Salaried, exempt position which requires a minimum 40-hour work week. Flexibility in the work schedule is expected; occasional holiday coverage

What we offer full time employees:

- Generous medical/dental/disability/life benefits
- Dedicated, diverse, and friendly co-workers
- Paid time off – 11 holidays, vacation, personal time, and sick leave
- 401 K contribution and employer match
- Free on-site parking

If this sounds like a good fit to you:

Send letter of interest & resume to: Abbie Kelly, Director of Program Services and Evaluation

Hands On Hartford, 55 Bartholomew Ave, Hartford CT 06106.

Email akelly@handsonhartford.org

Closing date: 4/15/20

AA/EOE