



Job Posting: Assistant Program Manager, Rapid Rehousing

Full Job Description

GENERAL JOB SUMMARY:

West Valley Community Services is a nonprofit organization that has been providing safety net services to low-income and homeless individuals and families in the west valley region of Santa Clara County for more than 48 years. The mission of West Valley Community Services is to unite the community to fight hunger and homeless. Our work is guided by the vision of a community where every person has food on the table and every person has a roof over their head.

West Valley Community Services is currently hiring an Assistant Program Manager, Rapid Rehousing, to oversee the Rapid Re-Housing Program, which is responsible for providing intensive case management to chronically unhoused individuals and families in partnership with community organizations. This position requires a candidate to work in the WVCS office in person full-time.

Duties and Responsibilities:

Intensive Case Management

- Manage a caseload of 6-12 clients and maintain case files.
- Support client housing needs:
 - Work with clients to find affordable housing that aligns with client needs and accepts Rapid Rehousing vouchers.
 - Coordinate with partner agencies to obtain housing vouchers for clients.
 - Locate and establish partnerships with landlords who accept housing vouchers.
 - Meet with clients and landlords off-site to perform housing inspections and assist in lease signing.
- Conduct comprehensive client assessments to collect functional, environmental, psycho-social, financial, employment, housing, educational, and health information as appropriate, and develop appropriate case plans.
- Provide supportive counseling, housing search assistance, and client advocacy.
- Conduct new client intake and verify all supporting documents.
- Refer clients to therapeutic, social service, educational, and medical resources as appropriate.
- Conduct crisis intervention and respond to after-hours crises as needed.
- Monitor and verify services provided monthly, assessing quality and effectiveness.
- Process emergency financial assistance based on client eligibility.
- Distribute vouchers for gas, motels, and other emergency items and administer direct assistance funds.

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- Provide information and referrals to callers and walk-in clients.
- Develop and assist with client-centered workshops.
- Maintain accurate progress notes, case files, and correspondence in HMIS and Salesforce

Program Coordination

- Maintain documents and case management files for all clients in compliance with HUD requirements.
- Monitor and document client progress.
- Develop support systems by identifying and coordinating services to promote independent living, self-sufficiency, and family stabilization.
- Develop a case plan and provide long-term case management
- Participate and assist with outreach events.
- Attend monthly meetings and workshops related to homeless services and case management
- Develop and maintain contacts and relationships with community resources and partners

Qualifications:

- A minimum of two years of experience in a non-profit organization or government agency is required.
- Experience managing housing programs preferred.
- Excellent interpersonal and communication skills.
- Ability to work with people from diverse backgrounds and/or with language barriers.
- Committed to promoting West Valley Community Services' mission and values.
- Basic Computer Skills (Examples: Google Workspace, Microsoft Word, Excel).
- Valid California driver's license/ID, insured automobile, and clean driving record required

Benefits:

- Medical, dental, and vision coverage
- Vacation, paid holidays, and personal days
- 403(b) Retirement Plan with match
- Professional development opportunities
- Employee assistance program

Salary:

- \$69,643-\$77,625/year

Job Type:

- Exempt, Full-time

Schedule:



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- 8-hour shift
- Day shift
- In-person, Monday-Friday, 8am-5pm and one 11am-8pm Thursday Shift per month. Occasional evenings and weekends

At West Valley Community Services, diversity is one of our core values. We engage with a diverse community of clients, staff, volunteers, and donors, and believe diversity makes us stronger. We encourage people from all backgrounds and all identities to apply.

West Valley Community Services is an Equal Opportunity Employer encouraging diversity in the workplace. All qualified applicants will receive consideration for employment without regard to race, national origin, gender identity/expression, age, religion, disability, sexual orientation, genetics, veteran status, marital status or any other characteristic protected by law.

Email Cover Letter and Resume to:

WVCS Jobs – HR hr@wvcommunityservices.org [Please indicate “Assistant Program Manager-Rapid Rehousing” in the subject line of the email]