



## **Assistant Program Manager-HPS**

### **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 oversees the Homelessness Prevention System (HPS) program and works with low-income families to prevent and end homelessness by providing one-time and short term financial assistance, strength-based case management, advocacy, landlord mediation, outreach and other supportive services that result in maintaining stable, permanent housing.

### **Duties and Responsibilities:**

#### **Program Management**

- Assists with planning, managing and overseeing the daily functions, operations and activities of the Homelessness Prevention System Program (HPS).
- Develops and standardizes procedures and methods to improve and continuously monitors the efficiency and effectiveness of HPS' delivery methods and procedures.
- Assesses and monitors HPS case managers case loads and provides guidance on strategies for connecting resources to a myriad of complex client needs.
- Conducts eligibility assessments and approval of emergency financial assistance applications.
- Maintains a flexible caseload of 30 clients and provides casework/navigation services to Low-income households and individuals in social, economic and physical need.
  - Guides and educates clients on searching for, securing, and maintaining permanent affordable housing, including tenant/landlord rights and responsibilities.
  - Assists clients with completing all pertinent documents to address their housing needs.
  - Monitors service delivery by maintaining regular contact with clients and service providers/programs involved with the client.
- Ensures thorough and accurate progress notes, files, and correspondences in HMIS and Salesforce databases for all HPS Case Management Team.
- Leads regular file reviews for auditing, HMIS data entry and compliance.

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### Administrative

- Serves as the Manager on Duty a minimum of once per week and may be required to respond to crisis or escalated grievances with WVCS Clients.
- Liaisons with Homelessness Prevention Systems Network and serves as agency representatives at external meetings.
- Serves as the WVCS Homeless Management Information System (HMIS) administrator and is responsible for the compliance of HPS teams training, credentialing and access.
- Oversees the collection and reports on program data to meet monthly, quarterly, and annual reporting requirements.
- Supervises a team of three (3): Two (2) HPS Program Coordinators and one (1) HPS Intake Specialist and is responsible for the hiring, onboarding and training of listed positions.
- Attends internal and external meetings as required.

### **Qualifications:**

- A minimum of two years experience in a non-profit organization or government agency 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.

### **Benefits:**

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

### **Salary:**

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

### **Job Type:**

- Exempt/Full-time

### **Schedule:**

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



## **Assistant Program Manager-HPS**

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@wvcommunityservices.org](mailto:hr@wvcommunityservices.org) [Please indicate “Assistant Program Manager-HPS” in the subject line of the email]