



connections
FOR THE HOMELESS

2121 Dewey Avenue
Evanston, IL 60201
847.475.7070

JOB DESCRIPTION

COMMUNITY PROGRAMS MANAGER

FLSA Status: Exempt

Summary of Position: The Community Programs Manager oversees residential and case management staff and oversees on-site facilitation of services being provided through Community and Shelter programming at multiple program sites in Evanston.

Specific Duties:

- Assures service coordination and appropriate staffing
 - Ensures all participants are engaged in services best suited to their current needs, with a focus on relationship-building to increase engagement
 - Oversees Community Case Managers (CCM) and shelter staff, ensures effective communications between staff in both programs
 - CCM oversight
 - Assigns case loads
 - Assigns call response work
 - Shelter oversight
 - Maintains schedule
 - Supervises residential staff
 - With volunteer coordinator, deploys volunteers in programming (both Drop In and shelters) at multiple program sites in Evanston
 - With Director of Community Programs, coordinates enrichment programming including education, employment, art therapy, spiritual needs, etc. for participants at multiple program sites in Evanston
 - Adheres to the Code of Conduct and core values of Connections for the Homeless
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- Performs other duties as assigned

The following qualifications are requirements for the position:

- Master's degree in social work or related field or equivalent experience
- Deep understanding of principles of harm reduction and trauma-informed care, and the impact of severe mental illness on individuals and their families
- 2 or more years supervisory experience

The following qualifications are highly desirable:

- LCSW or LCPC certification preferred
- Experience working with populations who are homeless and in a shelter setting preferred
- Experience with private and public grant management, including metric and budget development preferred

Other requirements:

- Valid Illinois Driver's License
- Flexible schedule – may be required to attend after hours' meetings or respond to emergencies
- Able to work independently and with diverse populations
- Excellent speaking, writing, and interpersonal skills.
- Must be able to pass a criminal background check and submit to or provide evidence of a recent test for tuberculosis

Reports to: Director of Community and Shelter Programs

March, 2020