



A COVER LETTER MUST BE SUBMITTED WITH YOUR RESUME

CAREER OPPORTUNITY ANNOUNCEMENT

Manager of Program Operations

Full Time Position

Downtown Streets Team strives to end homelessness by enabling unsheltered individuals to restore their dignity and rebuild their lives. Team Members prepare for permanent employment and housing by participating on work experience teams that serve their local communities.

We are seeking an independently focused, dedicated, experienced and passionate Manager of Program Operations to work directly with the Chief Program Operations to improve and supervise programs throughout the agency. This role is based in San Jose with extensive travel (reimbursed and not usually during commuting hours) to branches from Sacramento to Santa Cruz.

DUTIES AND RESPONSIBILITIES:

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

- Audit Team meetings throughout agency to ensure best practices are carried out.
- Develop and enforce program checklist to include key indicators for successful program such as morale, impact, contract diversity, staff ratios, etc.
- Audit voucher process in meeting and voucher tracking process through 3S, Clarity and other systems.
- Perform all HUD and Contract compliance including intake forms, reporting requirements.
- Develop and implement plan for external audit compliance for all Teams.
- Audit and update all programmatic job descriptions.
- Work with Lead CMs and Lead ESes to develop and implement plan to support and provide professional development to all CMs and ESes.
- Assist CPO in preparing Design components of scaling strategy including Operations Manual, Strategic Partnership Agreements and Offer collateral.

- Manage program contracting process of contracts from development to billing.
- Act as liaison between program staff and all finance staff including COO.
- Develop and execute a plan for fleet management with Operations staff and Project Managers.
- Cover meeting day and supervisory duties for Project Managers in remote communities when needed.
- Supervise Manager of Impact Data and established Project Managers in remote communities and other upcoming roles associated with programs.

OTHER DUTIES:

- Travel to communities throughout Northern CA (Sacramento to Salinas) bi-monthly.
- Act as the face to the greater community; representing the Team to all existing and potential partners including local government agencies, other social service providers, community based groups, private business, and other stakeholders.
- Communicate DST model and message to potential donors, partners, and interested parties.
- Develop and maintain a regular reporting system for impact figures, funding cycles, and regular finances.
- Maintain regular communication with other staff regarding team goals, potential partnerships, projects, and new ideas.
- Attend all meetings relevant to client care and company goals, including some nights and weekends.
- Maintain Team culture and accountability by working through issues in a respectful, compassionate, yet firm and timely manner.

QUALIFICATIONS:

- A bachelor's degree in the field of Social Sciences, English, or Public Affairs and Law (preferred) or two years relevant experience.
- An established background in direct service, contract reporting and utilization of organizational systems.
- Basic competence in duties and tasks of supervised employees.
- Working knowledge of data collection, data analysis, evaluation, and scientific method.
- Ability to work with all levels of management.
- Strong organizational, problem-solving, and analytical skills; able to manage priorities and workflow.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Proven leadership and business acumen skills
- Demonstrated ability to supervise and motivate direct reports.
- Commitment to excellence and high standards.
- Excellent written and verbal communication skills.
- Proficient in Microsoft programs

PHYSICAL REQUIREMENTS:

While performing the duties of this job, the employee is frequently required to do the following:

- With or without reasonable accommodation(s), the essential functions of this position require certain physical and mental abilities. These abilities include, but are not limited to: sitting, standing, walking, bending, stooping, pushing, pulling, lifting (up to 25 lbs.), typing, writing (in English), reading (English), speaking (English), seeing, hearing, driving, basic mathematical calculations, problem solving, reasoning, composition, and decision-making.

WORK ENVIRONMENT:

- Moderate noise associated with an open office work environment.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

BENEFITS:

Salaried with room for increases (\$70,000+ annually based on experience), Medical/Dental/Vision coverage, dependent flexible spending available, optional 401K plan and annual COLA increase after 12 months, company paid life insurance, and PTO.

To apply, please send your resume and a cover letter to HR@streetsteam.org.