



A COVER LETTER MUST BE SUBMITTED WITH YOUR RESUME

CAREER OPPORTUNITY ANNOUNCEMENT

Palo Alto Project Manager

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, and passionate Project Manager to lead our Palo Alto Team. This position will report directly to the Director of Santa Clara County.

- Manage a large work experience Team of unhoused individuals (project specific details below).
- Utilize “Ladder of Success” and peer-to-peer model to ensure that the Team runs smoothly without staff presence.
- Facilitate a weekly team meeting, in which participants are paid in vouchers, contracts are discussed, new team members are added, news/procedure change/job positions are discussed, and more.
- 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.
- Research and apply for new partnerships and funding opportunities.
- Communicate DST model and message to potential donors, partners, and interested parties.
- Maintain a regular reporting system for impact figures, funding cycles, and regular finances.
- Effectively track and report project data to contractor and general public, including the City of Palo Alto.
- Maintain regular communication with other staff regarding team goals, potential partnerships, projects, and new ideas.
- Maintain existing work experience contracts and generate new sources of revenue to increase team, scope of work, sustainability, and staff resources.
- Work closely with Case Manager(s) and Employment Specialist(s) to achieve the goals of Team Members and other clients.

- Attend all meetings relevant to client care and company goals, including some nights and weekends.
- Help facilitate volunteer and public education opportunities.
- Adhere to a project voucher budget.
- Purchase supplies and vouchers for Team Members.
- Work to effectively problem solve at contract sites in the interest of maintaining contracts.
- Motivate and graduate Team Members into employment and housing.
- Maintain Team culture and accountability by working through issues in a respectful, compassionate, yet firm manner.
- Engage business community through Business Improvement District, Chamber of Commerce, and other organizations and events.
- Constantly evaluate, refine, and create programs to improve service delivery.
- Establish productive relationships with each an every client with no bias or prejudice towards race, religion, age, sex, disability, or sexual preference.

ROLE SPECIFIC RESPONSIBILITIES:

- Manage budget of up to \$600,000.
- Manage a work experience team of at least 40 Team Members on about a dozen contracts, which operate at various times, seven days a week.
- Act as Direct Supervisor for two Case Managers and one Employment Specialist based in Palo Alto.
- Manage the volunteers and operations of the Palo Alto Food Closet.
- Report contract outcomes to the City of Palo Alto and the Palo Alto Downtown Parking Committee monthly.

QUALIFICATIONS:

- A bachelor's degree in the field of Social Sciences, English, or a relatable field or two years relevant experience.
- Proficiency in Spanish is a plus.
- 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 subordinates.
- 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 at \$60k/year with room for increases, 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.