



## **Program Manager**

### **About Us**

Saint Louise House provides a 2Gen, long-term supportive housing program to mothers and their children who are overcoming homelessness in Central Texas. Our proven program provides stable housing, empowering partnership, and wraparound services. The highly individualized support we provide fosters education, financial literacy, strong family relationships and healthy living, leading to a lifetime of self-sufficiency. With a deep belief in the power of women to transform their lives, their families, and our community, we are committed to a solution-focused model for growth and sustainable change.

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### **Job Description Summary**

The **Program Manager** is accountable for the supervision of all direct services delivered to mother and child clients in our supportive housing program. The **Program Manager** works within Saint Louise House's solution-focused, strengths-based model to foster a healthy and positive environment for clients and program staff to learn and grow. All Saint Louise House employees work within the organizational values of **Hope, Effectiveness, Empowerment, Growth Mindset, Commitment, and Humility**. The Program Manager reports to the Director of Programs.

### **Benefits**

Saint Louise House invests in our employees to ensure that they have the tools and supports needed to provide the highest quality of services to our families. In addition to fostering a positive, learning, and supportive work environment, we also offer:

- A Competitive Salary
- Paid Time Off (160 hours a year)
- Paid Sick Leave (40 hours per year)
- Paid Holidays (12 days a year)
- Health / Dental / Vision Insurance
- Life and disability Insurance

### **Responsibilities include, but are not limited to,**

- Strong leadership of the day-to-day program operations for children and families
- Crisis intervention and management of crisis situations
- Direct supervision of case management team, including weekly individual and group supervision.
- Supports, guides, and provides training and education for program staff.
- Supervises the Family Services Specialist and their efforts to engage client families in on- and off-site services.
- Oversight of the Teen Mentorship Program and the interns who execute it.
- Manages communications with residents including rent ledgers, lease, and other program violations.
- Compliance with Quality Standards

- Completion of timely file reviews, service plan reviews, and all other scheduled assessments or documentation.
- Ensuring program and curriculum fidelity and serving as a group facilitator as needed.
- Regular and prompt attendance.

### **Skills**

- Proven experience as a program manager or other supervisory-level position
- Proven experience as a Case Manager
- Effective communicator with an inclusive approach to collaborating with people.
- Demonstrated ability to collaborate and participate in a team-oriented environment.
- Experience in program development is a plus.
- Demonstrated experience using data to drive decision-making.
- Knowledge of evidence based best practice approaches.
- A business acumen with a strategic ability to address workplace challenges.
- Displays the highest standards of discretion, ethics, continuous improvement, and professionalism.

### **Education and Experience**

- **Required** - 1+ years of experience supervising Case Managers
- **Required** - 3+ years of case management experience.
- **Required** - Bachelor's degree in social work, counseling, or related field.
- *Preferred* – Licensed Master Social Worker
- *Preferred* - Experience working in a supportive housing program.
- *Preferred* - Bilingual in Spanish

Saint Louise House welcomes applicants whose practical experience, and depth of education aligns with our organizational values of **Hope, Effectiveness, Growth Mindset, Commitment, Empowerment and Humility**. Our ideal candidate has the depth of education and training to collaborate with diverse community members who have experienced personal challenges that have impacted their housing stability. We seek applicants who have a strong ethical foundation that aligns with best practices for empowering individuals to embrace sustainable change. We invite applications from experienced leaders with demonstrated practical skills and training in Solution-Focused Brief Therapy.

Saint Louise House is committed to the recruitment, selection, development, and promotion of employees based on individual merit. Our policy is to provide equal employment opportunity to all people without regard to race, color, religion, sex, national origin, age, or disability. We encourage applicants from traditionally underrepresented groups and diverse backgrounds, who mirror the population we serve.

#### **To apply for the position, please send Cover Letter and Resume to:**

Sherri Fleming, Human Resources Project Manager at [sfleming@saintlouiselhouse.org](mailto:sfleming@saintlouiselhouse.org)

For more information about Saint Louise House, please visit [www.saintlouiselhouse.org](http://www.saintlouiselhouse.org)