



Program Manager

Imagine LA is a dynamic and growing nonprofit organization dedicated to mobilizing the community to end the cycle of family homelessness and intergenerational poverty. Our mission: *Together with families, we transform lives by building relationships, wellbeing and economic mobility.* Our innovative Family Partnership Model works with families who have experienced homelessness, or are at increased risk of experiencing homelessness, and partners with them to build the skills, habits, financial independence and relationships needed for every member of the family to thrive.

Imagine LA is a smart, collaborative, and passionate environment that combines the best practices of business and social services. We value empowerment, relationships, collaboration, equity, diversity, accountability, and communication. Our culture is warm, encouraging, and “professionally playful” (check out our [2019 Annual Report](#)), and our humanity always comes first. We love coffee and food (no, really) as well as embracing staff wellness (like the exploration of colored breathing – true story!). We are actively advancing our Equity, Diversity, and Inclusion work, and intentionally invest in staff advancement (you’ll have a “growth budget” for personal and professional development).

Imagine LA has historically worked only with families *after* they have experienced homelessness and secured permanent housing. We are excited to be moving into the prevention space to be able to offer our innovative model to families at increased risk of homelessness who also need care. Once families have met their initial clinical case management goals and are ready for new relationships, they will have the option to enroll in Imagine LA’s family mentoring services where they will be matched with a team of trained volunteer mentors from the community for a duration 12 – 18-months. The Masters-level social worker on Imagine LA’s staff called a Family Team Manager (FTM) and the mentor team provide relational support and resources to assist with life skills, financial wellness education, employment and career development, and educational goals. Consistent mentorship, friendship, and encouragement for every member of the family helps the family maintain housing, increase stability, and thrive.

The Program Manager (PM) reports directly to the Program Director (PD). The PM is responsible for overseeing 1) our new Missouri Place PSH contract and its 3 FTM's and 2) our First Step and Family Homelessness Prevention services. The position provides a valuable growth opportunity for an enthusiastic, detail-oriented, and motivated manager/coach who thrives on multitasking.

A note on Covid-19:

Imagine LA is committed to complying with all city and county guidelines issued around protecting our community against the Covid-19 virus. All staff are currently working from home a majority of the time, with office and in-person visits to families occurring only on a limited and necessary basis with proper protections required.

Location:

This position is based out of the Missouri Place location on the Westside (SPA 5) 3 days a week and at the Granada office (672 S. Lafayette Park Place, Los Angeles) 2 days a week.

Primary Responsibilities:

- Oversees day-to-day services and supervision of all case management functions at our new PSH site “Missouri Place”, that has 44 PSH units and 29 affordable housing units, including support and oversight for direct service team members (FTMs), leading and coordinating resident event calendar, and upholding a positive Imagine LA team culture at the PSH site:
 - Provide training and ongoing support to ensure each FTM is fully equipped to be effective in their role
 - Ensure services are being delivered through a trauma-informed and strengths-based lens in accordance with Imagine LA values and clinical best practices (i.e. family remains in the driver’s seat, educating staff to utilize Motivational Interviewing, Stages of Change, etc. in their work with families)
 - Conduct regular structured supervisions with each FTM to provide oversight, support, and equipping and for families to receive high-quality care
 - Integrates Strategic Plan goals into structured supervisions with FTMs, with the support of Program Director
 - Facilitates opportunities to support the professional development of staff and the use of best practices in service provision
 - Oversees initial lease-up process including enrollment and acclimation of families to the building and to Imagine LA program offerings; partners closely with Program Director, housing developer, and funder (DHS) to ensure smooth move-in process and timely processing of paperwork for families leasing into the building
 - Collaboratively develops strategies and systems that maximize the effectiveness, happiness, and growth of PSH staff, participants, and volunteers
 - In collaboration with the Program Director and contract manager at DHS, oversees ongoing intake and enrollment process to welcome and acclimate new families to the building as needed, including partnering with contract manager at DHS, matches, and housing specialists to fill vacancies
- Assists the Program Director in the following areas:
 - Resource Utilization (e.g. education, career, childcare, mental health, legal)
 - Ensures data compliance for all FTMs, including weekly case notes, maintenance of family charts, quarterly outcomes reporting, and compliance with all data requirements for contracts (utilizing CHAMP, Salesforce, HMIS)
 - Aids in program enhancements for program team to ensure smooth operations and effectiveness in service delivery; also partners with Program Director to identify improvement areas and solutions that can be implemented across all program’s organization-wide
- Leads agency efforts within Lite Touch services where Imagine LA works with alumni families and other families who do not enroll in clinical case management or FEM
- Main point person for Family Inspiration Housing projects and any new master lease opportunities that arise

- Works closely with Program Director to create and implement policies and procedures to ensure maximum program effectiveness and compliance with grants and contracts across the organization; assists with the management of contract reporting schedule; participates in internal and external program monitoring and audits
- Partners closely with the Community Engagement Director on all volunteer related activities at PSH building and to maximize the effectiveness of mentor onboarding and family fun events
- Partners closely with Program Director and People and Operations Director to ensure effective and efficient program and site operations and optimum utilization of IT systems and program tracking in Salesforce database
- Leads regular team meetings and any necessary case conference meetings with partners
- Participates in regular 1:1 supervision with Program Director
- Approves all direct family program expenses in compliance with agency policies & procedures (Family Emergency & Investment Funds & Matched savings program)
- Assists Program Director with budget monitoring and development for PSH program site
- Leads staff recruitment and retention activities with the support of Program Director
- Participates in the development of program policies, documents, implementation, and evaluation
- Collaborate with external service providers as needed to enhance service coordination and advocate on behalf of families
- Assists in the coordination of clinical supervision for FTM and partners with clinical supervisor and Program Director on any growth opportunities for the team
- May at times manage a small caseload as assigned by the Program Director on an as-needed basis (dependent upon staff capacity) which includes conducting home visits, establishment and implementation of case plans, quarterly outcomes reporting, and providing all needed supportive services to ensure housing retention and improvement of health and well-being (all FTM duties)
- Other duties as assigned by Program Director to uphold and advance the mission of Imagine LA

Reporting

- Ensures quarterly family documentation by FTM is completed in a timely manner
- Prepares and submits the monthly invoice to DHS for PSH project
- Maintains up to date information for tracking lite touch and Family Inspiration Housing services
- Submits annual family outcomes in January to Program Director for inclusion in annual reports and any potential grant opportunities to show the impact of programming on participants
- When needed, provides assistance to Program Director and/or AED with grant reporting if/when it impacts the PSH site.
- Partners with Program Director to creates annual Quality Assurance plan to ensure case files & databases are up to date and in compliance with DHS contract requirements
- Prepares for and oversees programmatic audits

Qualifications

- Master's degree in Social Work
- 3 – 5 years experience in case management and interest in pursuing professional development
- Previous management experience preferred including demonstrated experience in leading a team to meeting agency goals

- Minimum 3-5 years experience in social service and nonprofit work specializing in homelessness and/or at-risk populations, work with families and children a plus
- Experience in/with supportive housing environments
- Flexible schedule will require occasional weekend and evening hours
- Commitment to delivering services through a social justice lens & equipped to educate others on issues of systemic oppression, implicit bias, racial microaggressions, etc.
- Strong skills in Microsoft suite, (Outlook, Word, Excel), Adobe
- Excellent leadership, organizational, customer service, and communication abilities
- Collaborative, strong work ethic, detail-oriented, professional attitude, self-motivated, excellent with people, proactive and punctual; thrives on assisting people get prepared and organized
- Appreciates and enjoys promoting a friendly and efficient work environment
- Open to coaching and receiving feedback, and willing to give it!
- Ability to juggle multiple projects and deadlines, thrive on problem solving and challenges
- Passion for the organization's mission and deep interest in being an integral part of the Imagine LA team
- Reliable transportation and possess a valid CA driver's license (mileage reimbursed)

Pluses:

- Bilingual (Spanish preferred)
- Food and coffee love and knowledge (we really like drinking coffee and eating. No, really).
- Sense of humor

Salary and Benefits:

This position is full-time, exempt with excellent benefits (including medical, dental, vision, retirement savings with company match, performance rewards and recognition, leave, and holidays).

Salary \$60,000-68,000, depending on experience; employment with Imagine LA is contingent on the completion of a satisfactory background check. A parking/transit pass is provided.

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain nor be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.

Imagine LA is an equal opportunity employer.

To apply: Please email cover letter, resume, and references to jobs@imaginela.org.