



Title: **Transitional Housing – Program Manager**  
FLSA Status: **Full-time, Exempt**

Reports to: **Associate Director of Programs**  
EEO Code: **2**

### EMPLOYMENT OPPORTUNITY

#### Overview:

St Vincent de Paul is one of the longest serving social charities in Louisville. We are located in the up-and-coming Shelby Park neighborhood. Through our homeless shelters, community kitchen, supportive housing programs, professional case management, clinical services and retail thrift stores, we house feed and support those in need with compassion and dignity on the path toward self-sufficiency.

#### Position Summary:

St. Jude is transitional housing that is a locked facility and staffed 24/7. The **Program Manager for Transitional Housing** is responsible for developing program components, facilitating services, partnering with community resources and monitoring program performance to best address the needs of homeless individuals for St Vincent de Paul's. Position involves having knowledge of and experience working with homeless individuals and families, fleeing domestic violence, human trafficking, unemployment, mental illness, community resources and delivery of direct services to individual clients. This position supervises the program staff within Transitional Housing.

\*This position may require some accessibility after hours to provide support to staff working on shift in the building.

#### Essential Duties and Responsibilities:

- Manage the daily operations of the SVDP Transitional Housing to ensure optimized program service delivery
- Monitor expenditures of grant funds for program and client activities
- Collaborate with Catholic Charities, and the Coalition for the Homeless and other community resources to develop metrics, programming, assistance, and possible funding
- Supervise case management staff providing direct case management services to designated individuals
- Supervise and assist program aide staff in monitoring the transitional housing facility
- Conduct ongoing hiring processes to ensure the transitional housing facility is staffed 24/7
- Support staff in addressing occupancy rate of both the Transitional and Rapid Re-housing programs
- Maintain and advance professional knowledge/skills to identify program enhancements in order to drive continuous improvement in program effectiveness as measured by client progress
- Maintain effective communication with Associate Director and Director of Programs
- Demonstrate crisis intervention and solution-focused approaches to issues/concerns that may arise; ability to triage issues
- Provide general oversight of facility including coordination with maintenance department and reporting any emergency situations
- Conduct frequent inspections of the buildings and immediate grounds to ensure compliance with all health, safety, and fire standards
- Maintain an adequate supply of inventory and the approval of all necessary work orders
- Maintain accurate and thorough records and reports for the program, including client intake forms, case management, case files, monthly report, logbook, program fees and oversight of the HMIS program
- Monitor case activity and periodically review all cases to ensure that appropriate services are provided or created as needed and referral sources are fully developed
- Identify, communicate and assist in the facilitation of volunteer opportunities
- Provide Programs Director with assistance in the development of programs, policies, reports and procedures related to the provision of services to the public
- Facilitate communication between individuals and families and partner agencies, community service providers, schools, healthcare providers, and government and other related entities to ensure service delivery
- Maintain confidentiality of clients while in the program as well as after exit
- Update, manage, and monitor *Homeless Management Information System* upon entry and exit of clients
- Attend, maintain, and participate in monthly, continual and annual trainings

St Vincent de Paul reserves the right to revise this job posting as it deems necessary.



SOCIETY of  
ST. VINCENT  
de PAUL  
LOUISVILLE

- Perform other duties as assigned

**Specific Knowledge, Skills and Abilities:**

- Demonstrated leadership qualities and management skills
- Knowledge of the principles, philosophies, procedures, techniques and standards to optimize case management practice
- Analyze complex social problems and develop effective solutions
- Select, supervise and evaluate the performance of others as required
- Excellent organizational skills including planning, budgeting and computer skills
- Ability to maintain accurate, current records and prepare clear and concise reports from them
- Ability to effectively organize complex tasks and execute a project management plan to completion
- Ability to interact effectively and professionally with participants, families and community referral sources
- Excellent organizational, written, and oral skills
- Self-motivated, self-aware and detail-oriented
- Commitment to the mission and goals of St Vincent de Paul

**Education, Qualifications, Certifications, Trainings, Licenses:**

- An advanced degree in Social Work or related Human Services field and at least two years of direct experience in service delivery at a similar organization
- Bachelor's degree in Social Work or related Human Services field and at least four years of direct experience in service delivery at a similar organization
- Relevant work experience with individuals, families and children in a social work environment or related field including individual/family counseling, community organization, education or youth advocacy
- Successfully pass required pre-employment background and drug screening
- Valid Driver's License

**Reporting to this position:** 1 Case Manager and 7 Program Aides

**Benefits/Additional Information:**

In addition to a sense of purpose and pride that comes from serving others, eligible employees enjoy paid holidays, paid leave, paid Life/Short/Long Term Insurance as well as access to SVDP's Section 125 Health and 401(k) Retirement Plans.

St Vincent de Paul will conduct a thorough background investigation as part of its application process. Investigations are not limited to, but will include review and verification of the following: previous employment, character references, motor vehicle reports, personality and aptitude testing, drug screening and a comprehensive criminal background check. To apply, interested applicants may apply online via [www.louisvilleworks.com](http://www.louisvilleworks.com) - or - in person - or - by mailing or emailing a cover letter and resume to:

St Vincent de Paul  
HR Director  
1015-C South Preston St  
Louisville, KY 40203  
Email: [dflanigan@svdplou.org](mailto:dflanigan@svdplou.org)

Cover letters are appreciated.

St Vincent de Paul is an Equal Opportunity Employer and absolutely committed to diversity. (M/F/D/V)