



We house, feed, and support those in need with compassion and dignity.

### Job Posting

Title: **Senior Program Manager**  
FLSA Status: **Full-time, Exempt**

Reports to: **Associate Director of Crisis Housing**  
EEO Code: **2**

#### Overview:

St Vincent de Paul, Louisville (SVDP) is one of the longest serving social charities in Louisville. Through our homeless shelters, supportive housing programs, professional case management, clinical services, after-school programming, Open Hand Kitchen, Food Pantry, and retail thrift stores, we house, feed, and support those in need with compassion and dignity.

**Position Summary:** The **Senior Program Manager Ozanam Inn** 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 Men's Shelter.

#### Essential Duties and Responsibilities:

- Manage daily operations of the SVDP Ozanam Inn to ensure optimized program service delivery
- Monitor expenditures of grant funds for program and client activities
- Collaborate with VA, Louisville Metro, Coalition for the Homeless and other community resources to develop metrics, programming, assistance, and possible funding for Ozanam Inn
- Supervise case management staff providing direct case management services to designated individuals
- Maintain and advance professional knowledge/skills to identify program enhancements in order to drive continuous improvement in program effectiveness as measured by client progress
- Develop dynamic programming for clients residing at Ozanam Inn
- Coordinate and accompany SVDP Ozanam Inn clients to life-enriching activities throughout the Louisville community
- Supervise and assist Ozanam Inn staff in addressing occupancy rate of each program
- Maintain effective communication with the Associate Director of Crisis Housing
- Demonstrate crisis intervention and solution-focused approaches to issues/concerns that may arise; ability to triage issues
- Supervise case management staff providing direct counseling services to designated families
- Utilize knowledge of individual client assets and deficits to set appropriate and realistic goals
- Coordinate educational and skill development opportunities/programs for each individual to maximize positive outcomes
- 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
- Oversee general condition of buildings and equipment along with its upkeep and maintenance
- Maintain an adequate supply 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 and build community partnerships to optimize effective and efficient delivery of services for each individual
- Identify, communicate and assist in the facilitation of volunteer opportunities
- Provide Associate Director of Crisis Housing with assistance in the development of programs, policies, reports and procedures related to the provision of services to the public
- Perform other appropriate duties as assigned

**Specific Knowledge, Skills, Abilities:**

- Knowledge of the principles, philosophies, procedures, techniques and standards to optimize case management practice
- Demonstrated leadership qualities and management skills
- Analyze complex social problems and develop effective solutions
- Interpret and apply a variety of legal requirements and policy standards
- Select, supervise and evaluate the performance of others as required
- Organize and maintain cooperative relations with community groups and other public and private agencies
- Speak effectively and provide clear and concise written reports
- Excellent organizational skills including planning, budgeting and computer skills

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

- Bachelor's degree in a relevant field required; Master's Degree preferred
- The ability to lead, train, motivate and inspire others
- Knowledge and training in working with homeless, chemical dependency, mental illness and crisis intervention techniques
- Relevant work experience leading individuals in a social work environment or related field
- Experience in managerial or project management role
- Commitment to the mission and goals of St Vincent de Paul
- Successfully pass any required pre-employment background and drug screening

**Reporting to this position:** 3 Case Managers and 5 Program Aides

**Physical Demands/Effort/Work Environment:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.***

*While performing the duties of this job, the employee is regularly required to operate a motor vehicle, talk and hear. The employee is regularly required to stand, walk, sit, use hands and fingers, and reach with hands and arms. Must be able to climb stairs. The employee occasionally lifts and/or moves up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.*

*The job may be performed in areas/neighborhoods that could be considered threatening. Work may occasionally be performed at night, on weekends, and in inclement weather.*

*The requirements listed are representative of minimum levels of knowledge, skills, and/or abilities. This position description is not meant to imply that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and duties requested by the supervisor. This job description is not a contract for employment. It does not alter or affect the "at-will" doctrine adhered to by SVDP.*

**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.

SVDP 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.

**Apply online:** [www.svdplou.org](http://www.svdplou.org)

**Email cover letter and resume to:** [mtull@svdplou.org](mailto:mtull@svdplou.org)

**Mail cover letter and resume to:**

St. Vincent de Paul Louisville  
Attn: HR Director  
PO Box 17126  
Louisville, KY 40217-0126

**SVDP is proud to be an Equal Employment Opportunity, Affirmative Action employer and absolutely committed to diversity. We do not discriminate based on race, religion, color, national origin, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics.**