

**VOLUNTEERS OF AMERICA ALASKA  
PROGRAM MANAGER  
PERMANENT SUPPORTIVE HOUSING  
POSITION DESCRIPTION**

**Position Title:** Program Manager of Permanent Supportive Housing (PSH)  
**Reports To:** Director of Treatment Services OR VP of Treatment Services  
**Direct Report(s):** PSH Case Manager

**Objective**

The Program Manager is responsible for management and development of the PSH program. This position demonstrates exceptional program management and development skills, models effective clinical skills, and provides clinical supervision and training to clinical staff. The Program Manager supports the overall program performance and provides leadership to program staff. Coordinates and develops services with community partners, funders and stakeholders. The Program Manager is responsible for complying and monitoring compliance with federal grant requirements, in addition to support in policy and procedure development. Expectations regarding the quantity of work are outlined in the following categories.

**Essential Functions, Duties & Responsibilities**

***Program and Quality Assurance***

Responsible for the operation of all the PSH programs with the support of the Director of Treatment Services. Assists in the development and attainment of the program goals, reviews program performance and implements needed changes. Responsible for working with community agencies and funders regarding adequate services, assists the Director of Treatment Services with grant writing, and attends community meetings as needed. Responsible for ensuring Medicaid regulations and Division of Behavioral Health (DBH) grant requirements are adhered to, assists the Director of Compliance with managing Medicaid and DBH audits and CARF accreditation. Completes quarterly grant reports.

***Clinical***

Responsible for the treatment and welfare of clients enrolled in the PSH program. Provides crisis intervention as indicated. Maintains client records and clinical documentation in accordance to agency policies. Monitors the clinical integrity and effectiveness of programs. Reviews all clinical reports, treatment plans, and treatment plan reviews for compliance, accuracy and effectiveness.

***Supervision***

Responsible for the supervision of Case Manager(s) and Mental Health Clinician(s). Hires, trains and manages the basic HR functions related to each employee. Assigns clients and assists in work planning. Provides feedback to supervisees both verbally and through written performance

evaluations. Identifies areas for continued growth and develops skill development activities and training plans to meet these needs.

### ***Other Duties***

Maintains client confidentiality and safeguards client information as per 42 C.F.R part 2 and HIPAA privacy and security regulations. Performs other duties as assigned.

### **Knowledge, Skills and Abilities**

- Master's Degree in social work, counseling or related field
- A minimum of two years of supervisory experience, preferred
- Ability to make sound decisions based on information available.
- Excellent writing and communication skills
- Ability to work flexible hours (including days, evenings and some weekend hours.) Ability to travel if required (must have own transportation.)

### **Working Conditions**

The work environment characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Works in office areas. Interacts with staff, consultants, and outside vendors. May be subjected to interruptions throughout the workday.
- May work in community settings assisting staff as they navigate services for their clients searching for permanent supportive housing.
- While performing the duties of this job the employee is frequently required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to lift up to 25 pounds. The vision requirement includes close vision.

### **Acknowledgement**

***Every effort has been made to identify the essential functions of this position. However, this job description in no way states or implies that these are the only duties you may be required to perform. The omission of specific descriptions of duties does not exclude them from the position if the work is similar, related or can be considered essential to this position.***

***I have read and understand this job description and fully understand the requirements set forth herein. I accept the position and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability. I further understand that my employment is at-will; that my employment may be terminated at-will by Volunteers of***

*America Alaska or myself, with or without notice for any reason not expressly prohibited by law.*

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Printed Name of Employee

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Signature of Employee

Date: \_\_\_\_\_