JOB DESCRIPTION
OneHome Program Manager

Description:
This position is responsible for the day-to-day operations of the Metro Denver Coordinated Entry System, OneHome. To learn more about OneHome, visit https://www.onehomeco.org/

The OneHome Program Manager will inform and implement the strategic direction and development of the Coordinated Entry System (CES) for the seven county Metro Denver region. The OneHome Program Manager provides leadership to the OneHome team and is hands on in the work of implementing and managing the Coordinated Entry System.

Reports to: Deputy Director
Supervises: OneHome Coordinators

Organization Overview:
The Metro Denver Homeless Initiative (MDHI) is a private, nonprofit organization whose mission is to provide leadership in the development and coordination of regional strategies to prevent and end homelessness. The Metro Denver Continuum of Care (CoC) is a regional system that coordinates services and housing for people experiencing homelessness. The Metro Denver CoC includes prevention/diversion, street outreach, emergency shelter, transitional housing, rapid rehousing, and permanent supportive housing. MDHI works closely with each county in the continuum (Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, and Jefferson) to build a homeless crisis response system that gets people back into housing as quickly as possible.

ESSENTIAL JOB RESPONSIBILITIES
Operations & Training:
- Oversees and supports day-to-day operations of the OneHome system
- Manages recruitment, training, orientation and ongoing supervision for OneHome coordinators
- Develops and delivers high-quality training to varied audiences
- Stays abreast of national best practices and works within the CoC structure to implement system changes as necessary
- Identifies ways to strengthen OneHome’s ability to meet federal expectations of CES, develops implementation plans, and identifies resources needed to support growth of OneHome program
- System and Reporting Oversight:
  - Informs strategic vision to ensure a robust coordinated entry system in Metro Denver
  - Oversees and supports development and maintenance of documentation for system processes and protocols
  - Develops and provides oversight for OneHome Policies and Procedures
  - Implements and oversees reporting system, and tracking tools related to OneHome
    - Oversees quality control for OneHome in HMIS
    - Works in collaboration with OneHome Coordinators and HMIS staff on the development of reports in HMIS.
- Works closely with data team to plan and implement report development and distribution
- Provides content for OneHome marketing and communication efforts
- Provides general support and coordination to all Coordinated Entry-related projects and activities.
Community Collaboration:

- Serves as community liaison and leader for OneHome
  - Facilitates Community Design Team meetings and case conferencing
  - Attends community meetings and gives presentations, meets with new and existing partners
  - Connects to other CoC programs and initiatives
  - Serves as key point of contact for issue/dispute resolution and grievances
- Provides regular updates to MDHI staff and MDHI Board of Directors

SKILLS AND QUALIFICATIONS

Required:

- Proven ability to build collaborative relationships, work with colleagues, external audiences and partners in the areas of public policy, systems change, housing development/operations, and/or the delivery of supportive services
- Quick learner, self-motivated, with excellent time management skills
- Strong analytical, interpersonal, and presentation/facilitation skills along with ability to communicate clearly and simply (both oral and written)
- Previous project management experience with demonstrated organizational skills and ability to manage multiple project budgets and deadlines
- Familiarity with permanent housing and services models for vulnerable populations such as: chronically homeless persons, youth, Veterans, re-entry populations, families, high-need behavioral health, survivors of domestic violence
- Familiarity with high fidelity Housing First and Harm Reduction models
- Familiarity with HUD’s expectations of CES as well as other relevant federal policies
- Experience managing contracts and ensuring program compliance
- Ability to take initiative to implement projects and pursue goals with minimal supervision
- Excellent computer skills including extensive knowledge of Microsoft Office and skills in data analysis and management

Preferred:

- A minimum of 3 years’ experience managing homeless programs or coordinated entry systems
- A minimum of 3 years’ experience supervising professional staff.
- Experience with Permanent Supportive Housing, Rapid Rehousing and Continuum of Care funded programs.
- Master’s degree in Social Work, Human Services or related field (preferred).

Salary: This is an exempt/full-time position, Monday-Friday 9-5pm with a salary range of $65,000-70,000, depending on experience; and includes a benefits package.

Interested applicants should submit resume and cover letter to careers@mdhi.org. This position will remain open until filled.