



**Job Title:** Homeless Engagement Program Manager  
**Department:** Supportive Services  
**Site Location:** Inspiration Corporation  
**Reports To:** Chief Program Officer  
**FLSA Status:** Exempt  
**Prepared By:** Nancy Phillips  
**Prepared:** 6-23-2022  
**Approved By:** S. Stewart  
**Approved Date:** 6-23-2022

**Salary Range: \$50,000 - \$54,000**

**To Apply:** Please email cover letter and resume to Nancy Phillips, Chief Program Officer, at [nphillips@inspirationcorp.org](mailto:nphillips@inspirationcorp.org)

### **Overview**

In an atmosphere of dignity and respect, Inspiration Corporation connects people and creates opportunity through access to social services, job training, housing, and food.. Since 1989, Inspiration Corporation has assisted thousands of individuals and families affected by homelessness, extreme poverty and recent incarceration each year - serving as a catalyst for self-reliance.

Inspiration Corporation programs are voluntary, and all service needs and goals are participant- driven. Our case management philosophy is strengths-based and trauma-informed. Inspiration Corporation practices harm reduction and focuses on reducing or minimizing the harm associated with high-risk behavior through motivational interviewing.

At Inspiration Corporation, employees live this mission by demonstrating the following Core Values. Inspiration Corporation believes that these Core Values are what makes the organization one of Chicago's leading facilitators of personal transformation, and a great place to work:

1. Communicate honestly
2. Act with compassion
3. Pursue growth and learning
4. Be humble
5. Take care of ourselves so we can help others
6. Work greater together
7. Create a fun and productive environment

### **Position Summary:**

The Homeless Engagement Program Manager establishes a safe, welcoming, healthy and respectful relationship with Inspiration Corporation participants and team members. The Homeless Engagement Program Manager coordinates Daytime Support Services including Meals, Drop-in Services, Case Management and Alumni Engagement to support participants in meeting their goals, improving housing stability and quality of life. The Homeless Engagement Program Manager builds relationships with participants, staff, volunteers and external partners to support participants in meeting their needs and successfully achieving their goals. The Homeless Engagement Program Manager maintains accurate and timeline service records, reporting and supports resource development efforts.



**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

#### General

- Demonstrate Inspiration Corporation's Core Values.
- Exhibit professionalism and high standards in all aspects of performance.
- Ensure the efficient and effective provision of services with dignity and respect in accordance with the agency's mission.
- Work with all departments as appropriate to ensure that the needs of the agency's participants are addressed.
- Attend agency All Staff meetings and program meetings.

#### Program Administration

- Ensure appropriate data collection, record keeping and reporting in support of internal program evaluation and management reports, and external funding sources, regulatory agencies and other stakeholder communications. Prepare for and oversee program audits conducted by government entities.
- Contribute to the preparation of grant applications for the program.
- Design and implement periodic evaluations of the Homeless Engagement Services program.
- Provide suggestions to senior staff to develop new or modified existing services, policies and protocols to meet the needs of program participants in alignment with the agency's strategic directions.
- Utilize latest data, evidence-based practices and current thinking within the homeless services and supportive housing field to inform program development and implementation. Attend appropriate workshops and seminars.
- Represent the agency with various internal and external stakeholders through participation in events and committees, and membership in professional organizations, coalitions, and community organizations. Attend appropriate workshops and seminars; staff Program Lead, Monthly Finance; Supervisor and other internal meetings.
- Provide supervision and leadership to staff, interns, year-of-service stipend interns, volunteers as needed.

#### Case Management and Meals, Drop-in and Daytime Support Services

- Build and maintain relationships with participants in Homeless Engagement Services.
- Oversee the development and provision of services and ensure that all program goals are met or exceeded.
- Provide engagement, assessment, case planning, case management, referrals, advocacy and individual coaching with people experiencing homelessness or at risk of homelessness and support them in increasing housing stability, transitioning to permanent housing and meeting other goals.
- Complete intake, assessment, exit and other documentation and updates as needed; assess the service needs of Homeless Engagement Services participants and use the assessments to develop goal-based service plans that address participants' needs and support wellness and self-sufficiency
- Assess and identify mental health needs; use and model evidence-based interventions and modalities, including Motivational Interviewing, Cognitive-Behavioral Therapy, Harm Reduction, Crisis Intervention, Critical Time Interventions, Trauma-Informed Care, etc.



- Provide basic needs services (meals, laundry access, personal hygiene, clothing, etc.) to participants.
- Coordinate with the Cafe Kitchen Manager to ensure satisfactory completion of all goals and responsibilities related to the meals program.
- Oversee Volunteer Engagement for program volunteers, including supporting recruitment, scheduling, reporting and retention efforts.
- Identify services of Inspiration Corporation and outside providers to support participants' goals, educate participants about the resources available, and assist them in accessing relevant services; schedule and oversee outside organizations to provide outreach and education events for Inspiration Corporation participants. These events could include, but are not limited to, financial literacy training, health screenings, employment workshops, and recovery groups.
- Solicit, organize and distribute in-kind donations or supervise that activity as needed.
- Interact with all participants in a culturally sensitive, respectful and professional manner.

**SUPERVISORY RESPONSIBILITIES** This position is responsible for providing weekly supervision and training to Meals and Resource Specialist, Meals Manager on Duty, Café Coordinator and Homeless Engagement Case Manager.

**EDUCATION, EXPERIENCE & SKILLS** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The following requirements are representative of the education, experience and skills necessary for the position. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Bachelor's degree in social work, psychology or related field required. Masters in Social Work or related field and two years of experience preferred. Experience working with persons experiencing or at risk of homelessness preferred. Volunteer management and customer service experience preferred. Three or more years of related experience are required. Strong computer skills are essential, including Windows operating environments, Microsoft Office Suite, especially Excel, and electronic record-keeping. Experience with reporting on government contracts is also preferred.

**PHYSICAL DEMANDS** 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.

While performing the duties of this job, the employee is regularly required to sit, talk and hear. The employee frequently is required to walk. The employee is occasionally required to stand. The employee must occasionally lift and/or move up to 40 pounds.

Personal vehicle preferred with clean driving history and ability to transport clients and travel city-wide.

**WORK ENVIRONMENT** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Maintains standard office hours. Attends occasional participant meals in the café. Attends evening, weekend, and early morning meetings and functions as required.

*Inspiration Corporation is an equal opportunity employer.*