



SAINT LOUISE HOUSE

Build. Believe. Become.

Program Manager

Case Management and Housing Support Services

About Us

Saint Louise House provides a long-term supportive housing program to mothers with children overcoming homelessness in Central Texas. Our proven program provides stable housing and wraparound services with highly individualized support that fosters education, financial literacy, strong family relationships and healthy living, leading to a lifetime of self-sufficiency. With a deep belief in the power of women to transform their lives, their families and our community, the Program Director leads a team that uniquely focuses on the whole family to reach their individual goals and increase self-sufficiency and independence. All work is guided by the Saint Louise House values of Empowerment, Strengths, Simplicity, Humility, and Effectiveness

Job Description Summary

The **Program Manager of Case Management and Housing Support Services** is responsible for overseeing and providing direct support to the case management team. Participates as part of a team effort called blended management in which property management and resident services work together to promote residents' housing stability as well as the stability of the property.

Responsibilities

- Provide strong leadership within program and organization
- Direct Supervision of Case Management Team
- Implementation of solution focused theoretical model
- Crisis intervention and management of crisis situations
- Responsible for continual quality assurance of program. Oversee new employee training as well as continuing education/ training.
- File reviews / service plan reviews/ and case presentations
- Coordinate with Program Team for maintenance needs and issues
- Manage communications with residents including rent ledgers, delinquencies and lease violations.
- Participate in quarterly healthy living inspections recording, documenting, and follow up of incidents

Skills

- Proven experience as program manager or other managerial position
- Proven experience as Case Manager
- Demonstrated experience using data to drive decision making
- Knowledge of evidence based best practice approaches
- A business acumen with a strategic ability
- Detail oriented with excellent organizational and high-level project management skills

Education and Experience

- Required - Master's degree in social work, counseling, or related field
- Required - Current LMSW or LCSW
- Required - 1+ years of experience supervising Case Managers
- Required - 3+ years of case management experience
- Preferred - Experience working in a supportive housing program
- Preferred - Bilingual in Spanish

Benefits

Saint Louise House invests in our employees in many ways. We provide the tools and supports needed to all staff so that they can provide the highest quality of services to our families. In addition to fostering a positive, learning, and supportive work environment, we also offer:

- Competitive Salary
- Paid Time Off (160 hours a year)
- Paid Holidays (10 days a year)
- Health / Dental / Vision Insurance
- Life and disability Insurance

Saint Louise House is committed to the recruitment, selection, development, and promotion of employees based on individual merit. Our policy is to provide equal employment opportunity to all people without regard to race, color, religion, sex, national origin, age, or disability. We encourage applicants from traditionally underrepresented groups and diverse backgrounds, which mirror the population we serve.

To apply for position, send Cover Letter and resume to:

Robin Kamperman, Director of Operations, rkamperman@saintlouiseshouse.org