



**THE SALVATION ARMY**  
**EMPIRE STATE DIVISION**  
**Rochester Area Services - Job Description**

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**Job Title:** Program Manager  
**Program Area:** Booth Haven/Safe Haven  
**Reports To:** Director of Social Services  
**FLSA Status:** Exempt **Hours Per Week:** 35 Hours  
**Approved By:** Human Resources **Date:** 3/14/2023

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**SCOPE AND PURPOSE OF POSITION:**

Under the direct supervision of the Director of Social Services, the Program Manager is required to assist in the administration, management, and provide supervision for the Safe Haven Program and the Booth Haven Men's Shelter. The Program Manager assumes direct operational responsibility for the Men's Shelter Programs in their entirety.

**SUPERVISORY RESPONSIBILITIES:**

Does this job have supervisory responsibilities?  Yes  No

*If yes, how many employees, in total, report to this job (both directly and through a subordinate supervisor)? [15-20]*

List the job titles of subordinates

2 Case Managers, 1 Part Time Case Managers, 1 Senior Resident Assistant, Resident Assistants for both Booth Haven and Safe Haven

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Responsible for the continuous improvement, coordination, and delivery of program services.
2. Has primary responsibility for assuring the program's compliance with contractual objectives and requirements.
3. Has primary responsibility for the interviewing, supervision, scheduling, evaluation, and professional development of the staff.
4. Manage the program finances within the budget allocations.
5. Represent programs to the community as requested.
6. Conduct monthly staff meetings, attend conferences, and seminars as required.
7. Complete all mandatory training (in-person and online) in a timely manner.
8. Monitor, evaluate and coordinate the services of Drop-in Center/Safe Haven and the Booth Haven Men's Shelter.
9. Develop and maintain effective working relationships with other community social service providers to enhance the quality of services to clients.
10. Share 24-hour on-call responsibilities with the Case Managers to advise shelter staff or intervene in non-routine or emergency situations. This includes night, weekends, and holidays on a rotational basis.

11. Prepare and review statistics and reports as required.
12. Responsible for inventory and purchasing of supplies.
13. Manage staff and/or client issues and keep the Director of Social Services informed on a timely basis as problems and unusual situations arise.
14. Ensure that the facility is in compliance with health, fire, and building codes of the City, County, State, and Federal regulatory agencies.
15. Create a safe and hospitable environment in the residences. Implement emergency procedures to assure safety of residents and staff, when required.
16. Monitor the activities of the staff and residents within the shelter environment and the physical facility by making minimum hourly rounds and conducting periodic inspections.
17. Some positions require the use of personal or RAS vehicles on RAS business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for RAS business will be prohibited if the employee is not authorized to drive an RAS vehicle or if the employee does not have personal insurance coverage.
18. Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.
19. Other duties as assigned.

**MINIMUM EDUCATION & EXPERIENCE:**

Chk		MINIMUM EDUCATION	Chk	REQUIRED EXPERIENCE & EXAMPLES
<input type="checkbox"/>	<b>Level 1</b>	High school diploma or general education degree (GED) or technical school	<input type="checkbox"/>	No prior experience or training. E.g., Laborers and Helpers (Seasonal, Janitorial, Housekeeping)
<input type="checkbox"/>	<b>Level 2</b>	Associate degree (A.A.) from a two-year college or technical school	<input type="checkbox"/>	Two years of related experience. E.g., Clerical, Intake, Resident Assistants, Drivers
<input checked="" type="checkbox"/>	<b>Level 3</b>	Bachelor's degree (B.A.) from a four-year college or certificate.	<input checked="" type="checkbox"/>	Three to five years of related experience. E.g., Social Worker, Case Worker, Program Manager, Coordinator
<input type="checkbox"/>	<b>Level 4</b>	Master's degree (M.A.) or equivalent	<input type="checkbox"/>	Five years related experience. E.g., Program Manager/Director
<input type="checkbox"/>	<b>Level 5</b>	Doctoral degree (Ph. D.) or equivalent	<input type="checkbox"/>	Ten years related experience. E.g., Executive, Director, Chief...

**SPECIAL SKILLS, CERTIFICATES, LICENSES, REGISTRATIONS.**

1. Bachelor's degree in social work or a four-year degree in a Human Services field (e.g., sociology, psychology, or education, etc.)
2. Must have at least two years of post -degree paid professional experience providing social casework service and two years prior supervisory experience.
3. Crisis intervention skills needed along with excellent communication and problem-solving skills.
4. Awareness of and sensitivity to the needs and problems of the homeless.
5. Ability to work in a continually changing and challenging environment and a flexible work schedule.
6. Must be proficient in Windows and the MS Office suite of applications.

7. Must be able to produce written documents in the English language with clearly organized thoughts, using proper sentence construction, punctuation, and grammar.
8. Certification in Standard First Aid and CPR.
9. Valid New York State Driver License

**WORK ENVIRONMENT/PHYSICAL DEMANDS:**

Usual Shelter conditions apply. Individual must be willing to work additional hours as required. Position has both internal contacts within the organization and external contacts within the community, which require considerable tact, courtesy, and diplomacy. The utmost of integrity is required to safeguard confidential proprietary information of the organization.

The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This job description does not constitute an employment agreement between the employer and the employee and is subject to change as the needs of the employer and requirements of the position change.

ACTIVITY	AMOUNT OF TIME		
	Up to 1/3	1/3 to 2/3	Over 2/3
1. Climb or balance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Lift Up to 20 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3. Lift Up to 50 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4. Sit	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5. Stand	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6. Use hands	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
7. Use sight/vision	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
8. Walk, bend, kneel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**EMPLOYMENT STATEMENT:**

Funding for programs and services vary within nonprofit organizations, which can impact the continuation of staff positions. Every effort is made to continue funding for programs. However, a change in funding could impact your position. There is also no guarantee of continued employment for the duration of a grant.

All employment arrangements between the employee and The Salvation Army may be terminated by the employee or by The Salvation Army at any time with or without cause.

**THE SALVATION ARMY MISSION STATEMENT:**

The Salvation Army, an international movement, is an evangelical part of the universal Christian church. Its message is based on the Bible. Its ministry is motivated by the love of God. Its mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.

**ACKNOWLEDGEMENT:**

I have read and understand the job description set forth above. I agree to carry out the responsibilities associated with the position. Furthermore, I have read and will work in accordance with the mission statement set forth above.

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*Employee Name & Signature*

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*Date*

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*Supervisor Name & Signature*

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*Date*

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*Department Head Name & Signature*

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*Date*



**THE SALVATION ARMY**  
**EMPIRE STATE DIVISION**  
**Rochester Area Services - Job Description**

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**Job Title:** Case Manager  
**Program Area:** Hope House  
**Reports To:** Program Manager  
**FLSA Status:** Non-Exempt  
**Approved By:** Human Resources

**Hours Per Week:** 35 Hours  
**Date:** 10/1/2018

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**SCOPE AND PURPOSE OF POSITION:**

Under the direct supervision of the Program Manager, the Case Manager provides case management services to Hope House Women's Shelter clients during their temporary residence at the shelter. 35 hours per week (Mon-Fri – 8:30 a.m. – 4:00 p.m. – one night per week scheduled for later start date in order to see clients in the early evening)

**SUPERVISORY RESPONSIBILITIES:**

Does this job have supervisory responsibilities?  Yes  No

*If yes, how many employees, in total, report to this job (both directly and through a subordinate supervisor)? [0]*

**List the job titles of subordinates**

None

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Assess and identify clients' needs.
2. Develop an individualized service plan for clients.
3. Provide supportive crises and guidance counseling, both individually and in a group setting, as it relates to the agreed upon service plan.
4. Provide information and refer clients to relevant community social services (medical, mental health, substance abuse, educational, vocational, public assistance, parenting classes, etc.)
5. Maintain all records and documents relative to the interview/counseling meetings and subsequent progress/status reports.
6. Develop and maintain collaborative working relationships with community groups and organizations to enhance quality service to clients.
7. Share 24-hour on- call responsibility with the Program Manager and Senior Resident Assistant.
8. Attend regular staff meetings, conferences, In-Services, and other program related meetings.
9. Complete all mandatory training (in-person and online) in a timely manner.
10. Other duties as assigned

**MINIMUM EDUCATION & EXPERIENCE:**

Chk	Level	MINIMUM EDUCATION	Chk	REQUIRED EXPERIENCE & EXAMPLES
<input type="checkbox"/>	1	High school diploma or general education degree (GED) or technical school	<input type="checkbox"/>	No prior experience or training. E.g., Laborers and Helpers (Seasonal, Janitorial, Housekeeping)
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<input checked="" type="checkbox"/>	3	Bachelor's degree (B.A.) from a four-year college or certificate.	<input checked="" type="checkbox"/>	Three to five years of related experience. E.g., Social Worker, Case Worker, Program Manager, Coordinator
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<input type="checkbox"/>	5	Doctoral degree (Ph. D.) or equivalent	<input type="checkbox"/>	Ten years related experience. E.g., Executive, Director, Chief...

**SPECIAL SKILLS, CERTIFICATES, LICENSES, REGISTRATIONS.**

1. Bachelor's Degree in Social Work or a four-year degree in a Human Services field (e.g. sociology, psychology, education).
2. A minimum of 2 years' experience providing case management skills.
3. Knowledge of community resources
4. Experience working with vulnerable population is essential.
5. Crisis intervention, interpersonal and communication skills needed.
6. Ability to work in a continually changing and challenging environment and ability to work a flexible schedule if needed.
7. Must be computer literate and proficient with Microsoft Office.
8. Requires a valid New York State driver license
9. Red Cross Certification in Standard First Aid.
10. Hepatitis B Vaccination or Declination (within ten days of hire).

**WORK ENVIRONMENT/PHYSICAL DEMANDS:**

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\_\_\_\_\_  
*Employee Name & Signature*

\_\_\_\_\_  
*Date*

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*Supervisor Name & Signature*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Department Head Name & Signature*

\_\_\_\_\_  
*Date*

