



**Homeless Services Center  
Program Manager  
Supportive Services for Veterans Families (SSVF)**

Homeless Services Center (HSC) partners with individuals and families to create pathways out of their homelessness into permanent housing. HSC is a leader in working to end homelessness – and we want you to be part of our team. HSC is looking for individuals eager to make a difference and willing to enthusiastically commit to join in our vision that homelessness in Santa Cruz County should be rare, brief and non-recurring.

**Job Description**

The SSVF Program Manager is responsible for developing, implementing and evaluating excellent case management programs and services at Homeless Services Center. Homeless Services Center is a changing organization and is looking for someone who is eager to make a difference and is willing to enthusiastically commit to join in our organization's goal of ending homelessness and empowering our participants. Ideal candidates will have a passion for social change and have the skills to put that passion into action.

The SSVF Program Manager supports the Director of Programs in developing landlord/property manager relationships and searching for and helping to secure housing placements for homeless veteran families in Santa Cruz County. Santa Cruz County's SSVF program is a multi-agency partnership and requires individuals with a high degree of experience working collaboratively toward a common goal. Sensitivity to and understanding of veteran-specific challenges is highly valued. Veterans are encouraged to apply.

**Job Duties:**

- Develops goals, objectives and action steps for SSVF case management and program activities.
- Conduct ongoing program evaluations, implementing changes when necessary.
- Ensure that program is in compliance with government grants requirements, including providing monthly program data reports to the Director of Programs and Grants Manager.
- Develop or update policies and procedures manuals for the programs.
- Assist and work with a team of case managers who work within various targeted funding streams to locate, secure, place and stabilize clients in their own homes.
- Oversee the utilization of the VI(F)-SPDAT as an intake assessment and the full (F)SPDAT as the ongoing case management tool to assess progress of clients and performance of case managers.
- Oversee compliance of Veterans Administration documentation requirements
- Identify areas of needed training and development and work with the Director of Programs to prioritize and schedule trainings within budgetary guidelines and constraints.
- Become a community leader in serving homeless men, women, and children.

**Qualifications:**

- Excellent interpersonal, written, and verbal communication skills
- Excellent skills in supervision, coaching, evaluation, and team building
- Detail-oriented, highly organized, and able to set and meet goals and deadlines
- Strong computer skills including all Microsoft Office applications, HMIS experience a plus
- Demonstrated record as a successful team player, including the ability to develop and maintain a goal-oriented, positive attitude; must be able to interface equally well with staff, donors, volunteers, and the general HSC community
- Dedication and compassion for serving the community's most needy, and passion for ending the cycle of poverty for homeless individuals living in Santa Cruz

**Education and/or Experience:**

- 3-5 years program management experience, preferably in a nonprofit or similar social service involving veteran support
- Bachelor's degree required; related advanced degree or professional certification preferred
- Experience in program development, program evaluation, and measuring impact
- Experience in grant administration and reporting

**Hours:**

This is a full time, benefited, exempt, salaried position. Occasional evenings and weekends required. Health Insurance, PTO and Vacation Benefits begin after 90-day introductory period.

**To Apply**

Please email a cover letter and resume to the attention of Human Resources at [recruiter@santacruzshsc.org](mailto:recruiter@santacruzshsc.org). No phone calls or faxes. HSC is an Equal Opportunity Employer.