

# Safe Haven Program Manager

## Overview of On The Rise, Inc.

**On The Rise, Inc. (OTR)** is a dynamic Cambridge, MA-based non-profit founded in 1995 that serves women, trans, and non-binary people currently/formerly experiencing homelessness throughout the region. Our Safe Haven day program provides a space where participants can meet some of their tangible needs, such as taking a shower, receiving their mail, or doing laundry, as well as meet one-on-one with advocates to work on longer-term goals. The Keep The Keys program supports our participants as they transition into stable housing and the opportunities and challenges that presents. Our innovative approach supports our participants' initiative and core strengths to help them find safety and discover new possibilities. OTR is committed to social justice, dismantling oppression, and striving to be an anti-racist organization.

At On The Rise, the core of our work is building authentic, long-term relationships with program participants. Through these relationships we foster the trust and belonging that is foundational to people's feelings of agency, empowerment, and safety in community. Program participants display enormous strength and ingenuity in coping with challenges such as homelessness, domestic violence, mental illness, the after-effects of childhood abuse, involvement in the legal system, systemic oppression, and intergenerational trauma. We work to meet people where they are and follow their self-determined visions of success as they navigate structural barriers and challenges. We strive to create a low-threshold environment where people can bring their whole selves, while also holding each individual accountable to the community.

## Hours, Activities, and Responsibilities

OTR's normal business hours are 8-4 on weekdays and the duties of the position require the Safe Haven Program Manager to be onsite in person. The Safe Haven is open most Saturdays and most holidays. In order to ensure adequate staffing during all the Safe Haven's scheduled operations, the Safe Haven Program Manager may be required to participate in staff rotation for coverage on Saturdays and holidays. Ability to participate in occasional evening meetings and events is required.

This is a full-time, exempt position. The Safe Haven Program Manager reports directly to the Executive Director and (dotted line) to the Director of Clinical Services.

This position is a blend of program/staff management, program development/evaluation, and some direct service.

### **Program Management and Coordination:**

Manages overall day-to-day operations of Safe Haven and Street Outreach Programs, overseeing and ensuring quality, values-driven services:

- Manages four members of the Advocacy Team, including recruiting, orienting, training, supervising, evaluating performance, and team building.
- Works in partnership with the Keep the Keys Program Manager to coordinate the services and schedules of both programs.
- Leads other On The Rise teams (Operations and Development), to plan and organize events for program participants (e.g. Thanksgiving Meal, Holiday Party, Summer Cookout)
- Provides support and offers resources to maximize staff engagement and motivation
- Serves as a resource to staff regarding agency policies and procedures
- Oversees program logistics to ensure smooth program operation (e.g. staff scheduling, facilitating weekly team meetings)

- Overall responsibility for ensuring that the program environment and culture is trauma-informed and rooted in the philosophies of harm reduction, relational cultural theory, and strengths based de-centered practice.
- Manages Safe Haven program budget and spending decisions

**Program Development and Evaluation:**

- Monitors the work of the program and continually seeks improvements
- Supervises, monitors, and assists with collection of data, statistics, and anecdotal information required for funders and other interested parties. Is responsible for quality, completeness, compliance, timeliness of program data and documentation
- Creates opportunities for program participants to be involved in program feedback and assessment
- Understands and assesses program data. Writes program reports
- Works with senior management to learn from and improve program assessment and evaluation
- Works with staff and senior management to ensure safety and risk management within programs and to align programming with strategic vision for organization
- Works with the Director of Clinical Services and Administration and Finance Manager to oversee the VOCA and DPH grants
- Recommends policies and procedures needed to improve services, increase safety, etc.
- Works with Keep the Keys Program Manager and Senior Management to create a process for peer evaluation.

**Collaboration and Community Outreach:**

- Works with Operations/Development to coordinate on site services provided by other agencies and individuals (health care, legal services, volunteers)
- Represents On The Rise and program participant interests in public meetings, provider groups, conferences and the larger community to gain and share knowledge
- Networks and interacts with other programs and providers; initiates and maintains relationships and collaborations with other agencies and stakeholders that will help meet emergent needs

**Direct service:**

- Participates in 10-12 hours weekly in the Safe Haven to support the Advocacy Team and maintain connections with program participants.

**Who we are looking for:**

The following qualities are essential for a strong Program Manager.

**Mission and Values:**

- Commits to OTR's mission and values of relationships, self determination, wellbeing, safety in community, inclusion and diversity, and anti-racism and anti-oppression.
- Dedication to OTR's tenets of harm reduction, trauma inclusion, relational-cultural theory, strength-based de-centered practice, a wellbeing approach, and anti-oppression frameworks.
- Participates in employer-sponsored activities acknowledging, confronting, and dismantling racism and other issues of oppression and examining the impact of racism on themselves, on OTR, and in the community at large.

**Teamwork and Collaboration:**

- Supports team to reframe case management from an individual activity to a collective Advocacy team effort that leverages diverse skills and perspectives within the team.
- Actively supports, challenges, and communicates with supervisees and offers support and challenge with openness, curiosity, and humor.
- Works within the continuum of service providers to enhance the success and effectiveness of referrals between OTR and other programs.

**Relationships and Boundaries:**

- Builds authentic, trusting relationships with program participants, supervisees, other staff members, and outside collaborators.

- Maintains appropriate boundaries by continuously examining the motivations and impacts of decisions.

#### **Initiative and Agency:**

- Exercises independent judgment, creativity in problem solving, and initiative in providing advocacy.
- Like all OTR employees, exhibits the flexibility required in a small organization, openness to change, and seeks out resources for personal and professional growth.

#### **Skills and Expertise:**

- Exceptional commitment to the mission, values, and vision of On The Rise
- 3-5 years of supervisory experience, including supporting the work of a multi-disciplinary, diverse team
- Compelling verbal and written communications
- Strong computer literacy skills and working knowledge of Google Apps Suite or a similar application
- Strong direct service experience
- Strong supervisory and team-building skills
- Strong interpersonal skills — ability to work effectively and authentically with program participants, staff, community-based organizations, and community members.
- Experience in program management and development, including coalition building and coordination
- Familiarity with issues faced by On The Rise participants, including homelessness and housing, trauma, mental and medical health issues, substance use/abuse issues, domestic and sexual violence, poverty, and issues of oppression. Knowledge of Greater Boston social services preferred; experience with harm reduction and relational work highly desirable.
- Eagerness and ability to manage multiple/diverse set of tasks. Ability to work independently while communicating effectively about relevant work with others.
- Experience compiling reports and gathering, analyzing and using data to inform service improvement.
- Valid Driver's License required

#### **Hiring Process, Salary, and Benefits:**

- **To apply:** Submit a cover letter and resume to [hr@ontherise.org](mailto:hr@ontherise.org). Applications without a cover letter will not be considered.
- **Salary Range:** \$62,000 to \$73,000, commensurate with experience and qualifications. This is a full-time, salaried exempt position.
  - **Starting Bonus:** \$1,500 starting bonus, less applicable taxes and withholdings. Half to be paid after 30 days of start date and half to be paid after 60 days of start date.
  - Additional annual compensation of up to \$2,000 for language proficiency in our target populations: Spanish, Haitian Creole, Mandarin, ASL, and/or others.
- **Hiring Timeline:** Applications will be accepted through June 13. First round interviews will be held virtually between June 13 and June 24. Second round interviews will be held in person between June 21 and June 24. It is On The Rise's hope that the hired candidate begins work in early- to mid-July.
- **Generous benefits package including:**
  - 75% employer sponsored health and dental coverage
  - Up to 5% retirement plan employer contribution
  - Annually 15 vacation days, 12 sick days, 12 paid holidays, 2 personal days
  - 100% employer paid short-/long-term disability plans, life insurance, and paid family and medical leave benefits
  - Regular licensed clinical supervision provided onsite

On The Rise recognizes the importance and benefits of diversity in the workplace and the community. We are an AA/EOE, and we strongly encourage people who are bilingual/bicultural, people of color, people with disabilities, members of LGBTQ/T communities, trans, and non-binary people to apply.

OTR is committed to providing access, equal opportunity, and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. To request reasonable accommodation, contact [hring@ontherise.org](mailto:hring@ontherise.org).