Title: New Beginnings Assistant Program Manager
Reports to: Wellness Center Program Manager
Directly Supervises: Case Managers, Student Interns

Job Summary:
This position is responsible for assisting in the supervision of New Beginnings Case Managers and applicable contracts, and providing a level of direct service as determined by the Program Manager. The New Beginnings program works with pregnant women who disclose drug or alcohol use, as well as pregnant women with other issues that could adversely affect having a healthy baby or keeping their baby. Such issues include being under 18, being a Transitional Aged Youth, having other serious health issues, facing mental health challenges and other trauma.

Essential Duties and Responsibilities

- Provide oversight to case management staff including:
  - Monitor calendars and appointments for New Beginnings Case Managers.
  - Review case management notes and data entry.
  - Monitoring dashboards and follow up.
  - Facilitate and/or assist at weekly team meetings.
  - Skill development assessments completed for Case Managers.
  - Training plan developed and scheduled for Case Managers.
  - Ensuring that Action Plans are established for all Clients as needed under CM agreement.
  - Mentor and coach case managers.
  - Provide input for yearly evaluations.
  - Maintain contact and referral information for substance abuse treatment programs for pregnant and parenting women in San Francisco.
  - Manage monthly team give-aways (vouchers, gift cards, tokens)

- Assist in the oversight of all applicable contracts:
  - Involved in the completion of grant reports.
  - Supervises the budgeting and funding for the team.
  - Provides required data (numbers, etc.) to Program Director.
  - Ensures that funding objectives are met.
  - Ensures that case managers are aware of objectives and outcomes of all HPP support groups and other classes within agency and able to make appropriate referrals.

- Direct services as required.
  - Maintain a working caseload of 10-15 high-level of care New Beginnings Clients.
  - Manage a weekly triage shift.
  - Coordinate bi-monthly New Beginnings Collaborative Meeting.
  - Facilitate discussion topic and/or presentation at New Beginnings Meeting.
  - Maintain the New Beginnings list serve.
  - Outreach to new attendees.
  - Continue to foster relationship with SF CPS/HSA.
- Represent HPP in the community.
- Participate in HPP’s weekly management meetings
- Other duties as required.

**Qualifications**

**Education and/or Experience**
- Master’s Degree in related field preferred or at least three years comparable life/work experience. Registration with the BBS as an Associate Clinical Social Worker preferred.
- At least two years case management experience.
- At least one year of supervisory experience.

**Other Qualifications**
- Ability to work in a multi-cultural environment
- Ability to show flexibility and respond to the needs of families
- Skilled in crisis intervention and conflict resolution.
- Able to communicate effectively both verbally and in writing.
- Strong sense of self awareness and sense of limitations.
- Appropriate professional and personal boundaries with high integrity.
- knowledgeable about dynamics of homelessness, families, substance abuse, mental health, domestic violence, and parenting.
- Knowledge of existing services available for clients.
- Ability to utilize good judgment, think critically and logically, in order to make sound decisions.
- Demonstrated ability to supervise people and demonstrated ability to outline realistic service plans for clients.

**Language Skills:** English, second language (Spanish) preferred

**Computer Skills:** Experience working with computers and knowledge of Microsoft Word, Excel and Power Point

**Physical Requirements:** This position requires the ability to work under stress and handle multiple project deadlines. The position may require moderate lifting. TB test required annually.

**Hours Per Week:** 9 a.m. to 5 p.m. Monday-Thursday; 9 a.m. to 4 p.m. Friday.

**Work Environment:** Fast-paced, multi-cultural, collaborative work environment

**Salary:** DOE + Excellent Benefits

Please reply with **New Beginnings Assistant Program Manager** in the subject line to jobs@homelessprenatal.org. Applications must have the job title in the description to be accepted.
The Homeless Prenatal Program is an Equal Opportunity Employer and is committed to its mission of breaking the cycle of childhood poverty, one family at a time.

About HPP:

The Homeless Prenatal Program (HPP) believes every family wants to deliver healthy babies and raise healthy children in a stable and nurturing home. Seizing the motivational opportunity created by pregnancy and parenthood, HPP partners with families to help them recognize their strengths and trust in their own capacity to transform their lives. At the heart of our program is non-judgmental, supportive case management provided by Family Case Managers, the majority of whom were once HPP clients themselves. As the first agency in San Francisco to hire and promote former clients as employees, HPP is unique in that the community it serves has – from the organization’s inception in 1989 – guided its growth and evolution. HPP serves over 3,500 clients per year through supportive, holistic programs including: Prenatal Classes and Support Group, Mental Health Services, Childcare Center, Housing Assistance, Low Income Tax Center, Emergency Services and Case Management.