



Homeless Prenatal Program (HPP) Job Description

Title: Program Manager – Triage Services

Summary: The Triage Services Manager will be responsible for the overall daily operations, supervision, planning, development, and implementation, and monitoring of Triage Services at the Homeless Prenatal Program (HPP). Triage services consist of case managers engaging in a screening process to determine and prioritize clients' needs based upon severity and family stability; identifying and referring clients to the best resources (internal and external to HPP) to address immediate, emergency needs; and facilitating client engagement in additional ongoing support services. Triage Services are often the first point of contact for HPP clients, and the Triage Services Manager will ensure that provided services are client-engaging, consistently high quality, and culturally appropriate.

This position has been created as part of a renewed investment in triage services at HPP, and will play a key role in building HPP's new Triage Team, consisting of assistant manager, case managers, and interns; defining the new triage service model, including schedule; creating new client-facing materials; and managing the transition from current processes to new processes.

Essential Duties and Responsibilities:

Supervision and Oversight

- Together with assistant manager, oversee all triage services. Responsible for assessment and follow-up planning for all clients seen during triage.
- Supervise triage staff, providing client service expertise and feedback as well as establishing goals.
- Work closely with Program Manager of Community Health Worker (CHW) program to ensure collaboration and communication between CHWs and Triage Team regarding new clients, and referral procedures.
- Ensure that all triage staff are trained and capable of addressing issues of housing, pregnancy, domestic violence, mental health, child welfare and substance use.
- Ensure that triage staff are aware of all HPP programs and procedures.
- Evaluate the performance of Triage Team through weekly supervision meetings and by conducting annual written performance evaluations as well as an informal progress performance evaluation mid-year.
- Responsible for the on-going professional growth of team members, including identifying competency shortfalls and strengths, determining training needs, arranging appropriate training, and developing supportive tools for staff.
- Oversee development and maintenance of external referral resources including ongoing relationship-building with other agencies, and resource documentation and training for triage staff.
- Facilitate weekly team meeting, including case review, and daily huddles as needed.
- Direct client services as required.

Program Management and Administration

- With the support of senior leadership, establish a structure and standards to maintain and reinforce quality of care provided to clients, including a documented service model (informed by best practices).
- Lead the design and implementation of the program service model. This includes: developing service goals and objectives, developing tools and approaches for staff, testing new practices, and refining the model as needed.
- Develop and implement performance standards to ensure adherence to triage service model. Ensure that required client documentation is captured by staff in the data reporting system and in client files. Engage in quality improvement practices including data collection and analysis, and monitoring of program outcomes.
- Monitor client referrals to intensive case management and outside partner agencies. Maintain ongoing communication with intensive case management team managers and outside partner agencies to ensure highest quality client care and continuous improvement of referral process and service delivery.
- Monitor client demographic, service, and follow-up data in the HPP database daily.
- Monitor staff calendars and dashboards weekly.
- Attend weekly Management Team meeting to address client service issues.
- Oversee the development and maintenance of relationships with other providers that support the agency's mission and programs.
- Represent HPP in the community.
- Other duties as required.

Qualifications:

- MSW preferred. Bachelor's Degree in related field or at least three years comparable life/work experience.
- At least two years case management or related experience.
- At least one year of supervisory experience.
- Experience and demonstrated skill in crisis intervention, de-escalation, and conflict resolution.
- Other qualifications:
 - Familiar with community and external resources for low-income families
 - Knowledge of affordable housing and shelter systems
 - Program development and organizational skills
 - Data management and data literacy skills; ability to use data to inform program operations and to demonstrate impact
 - Ability to work in a multi-cultural environment
 - Able to communicate effectively both verbally and in writing
 - Ability to set and reinforce limits and agency processes/policies
 - Willingness and capability to address personnel issues in collaboration with senior leadership
 - Appropriate professional and personal boundaries with high integrity.
 - Knowledgeable about dynamics of homelessness, families, substance abuse, mental health (including mental health crises), domestic violence, and parenting.
 - Computer proficiency in Microsoft Word, Excel, and Salesforce or other CRM tools.

Language Skills: English, second language (Spanish) preferred

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

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

To Apply: Please send cover letter and resume to jobs@homelessprenatal.org. Please include job title in subject line – Program Manager – Triage Services.

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. Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.

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.