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## Program Manager

Lennox, CA, US

13 days ago  
Requisition ID: 1499

### Salary Range:

\$25.00 To 27.88 Hourly

St. Margaret's Center is a program of Catholic Charities of Los Angeles that serves as an access center for the L.A. County's Coordinated Entry System (CES) program in the South Bay. This Program Manager position will provide homeless services coordination for the City of Inglewood, initiating a systems-level project to improve intra- and inter-coordination and integration efforts. The Coordinator/Liaison" will work closely with the key City homelessness leadership and City department leads, to be their primary interface with mainstream homelessness resources made available through CES. This individual will also have light-touch case management responsibilities for people experiencing homelessness in Inglewood.

### Responsibilities:

- Works closely with City homelessness leadership to strengthening ties with CES so that the City can take full advantage of the regional services available to those experiencing homelessness.
- Establishes protocols for City departments to be directly involved in addressing homelessness, develops program guidelines for City housing assistance, leverages existing resources, seeks additional resources, and builds capacity for City staff.
- Working with City homelessness leadership and law enforcement, creates a consistent system-level response to homelessness.
- Helps formulate and document the scope and responsibilities that each applicable department has in the City's overall homelessness response strategy.
- Ensures that the City's first responders are trained in homelessness response.
- Conducts Inglewood Homeless Task Force meetings with key City staff, law enforcement, CES and community stakeholders.
- Educates key City departments on established best practices for preventing and ending homelessness, and links them to ongoing training provided through CES and other resources.
- Develops and implements a community engagement plan. Outreaches to the broader community stakeholders for their support in helping to provide referrals and city-integrated solutions, including to: schools, medical providers, faith communities, property owners and businesses.

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- Provides community awareness opportunities so that the public can better understand the causes and solutions to ending homelessness.
- Provides light-touch case management to link homeless persons to the CES.
- Assesses participants' needs and helps them address and achieve identified goals.
- Conducts VI-SPDAT assessments for participants and enrolls in City-CES program.
- Coordinates with agencies/programs to ensure participants receive all needed services including referrals to partners.
- Maintains proper documentation and current case notes in HMIS (Clarity) computerized database system and in participant files.
- Maintains confidentiality of participant information and records.
- Develops relationships with housing providers, property owners and property managers in order to support participants' navigation into permanent housing.
- Participates in outreach programs with local City and regional SPA-wide team members.
- Helps resolve bottlenecks in the housing pipeline for persons experiencing homelessness in the City of Inglewood.
- Creates a by-name list of homeless households in Inglewood, and coordinates outreach activities to homeless persons in the City.
- Participates in weekly CES case conferencing meetings, and any other meetings related to job as needed.
- Cultivates new, and strengthens existing relationships with non-homeless resources and systems to support housing and housing-related opportunities.

**Qualifications:**

- Bachelor's or Master's degree preferred.
- Minimum of four years working in homeless services and two years working in the Los Angeles County CES system.
- Demonstrated leadership abilities.
- *Equivalent combination of education, training, and experience acceptable.*
- Valid California driver's license and valid auto insurance.
- Thorough knowledge of the CES system and general knowledge of homeless services in Los Angeles County.
- Knowledge of Harm Reduction, Housing First and Trauma-Informed Care models of service delivery.
- Basic understanding of severe mental health, physical health, and substance use issues and symptoms.

To apply go to: <https://catholiccharitiesla.org/employment-opportunities/>  
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