

JOB DESCRIPTION:

POSITION: Guadalupe Homeless Project – GHP Program Manager (Full-Time position- 24 on Call)

STATUS: Full-time, Non-Exempt

Location: Women’s Shelter

Hours: 10am-9pm

COMPENSATION: \$70,000-78,000

REPORTS TO: Program Director

Organizational Background: Proyecto Pastoral was founded in 1986 to empower the community through grassroots projects in education, leadership, and service. Our programs include the Guadalupe Homeless Project (GHP), emergency shelter combined with support services that help men and senior women transition into independent living; IMPACTO, an after school academic enrichment program for K-12 youth and the Aliso-Pico Recreation Center; Early Childhood Education Centers, focused on preparing children 18 months to 4 years old for Kindergarten; *Comunidad en Movimiento*, focused on civic engagement and leadership development; and Promesa Boyle Heights through which a 14-member collaborative of organizations and schools strive to create an educational cradle to college and career pathway for our youth. Proyecto Pastoral serves over 4,000 children, youth and families.

KEY RESPONSIBILITIES:

Under the supervision of the GHP Program Director, in cooperation with shelter staff and volunteers, core program responsibilities are listed below. In addition, the GHP Program Manager coordinates and supervises Case Managers to ensure consistent, high-quality service delivery and adherence to program standards.

Program Support

- Provide oversight and ensure the smooth daily operation of both women and men's shelters.
- Support with supervision of program staff and volunteers in accordance with Proyecto Pastoral at Dolores Mission’s personnel policies.
- Support the GHP Program Director with coordinating, reviewing, and approving staff work schedules.
- Support GHP Program Director with organizing and facilitating bi-weekly shelter staff meetings.
- Provide support during emergencies, staff absences, and high demands periods
- Participate in self-evaluations and program evaluations to strengthen services and better meet client and community needs.
- Develop and maintain ongoing collaborative relationships with community, service providers, local service providers and local businesses.
- Collaborate with the GHP Program Director to coordinate leadership development opportunities and in-service training for staff and volunteers.
- Attend city and county meetings that address health, safety, and well-being of shelter residents.
- Provide on-call support and guidance to shelter staff through the 24 hour period.

- Assist with scheduling, staffing coordination, and ensuring adequate coverage for daily shelter and client service operations.

Case Manager Support

- Support the Program Director in overseeing case manager activities and ensuring consistency and quality in service delivery.
- Provide ongoing coaching, performance feedback, and supervision to case managers.
- Monthly, Monitor and review case notes, intakes, and progress reports for accuracy, completeness, and compliance with agency standards.
- Prepare and submit regular program and client service reports as requested by the GHP Program Director.
- Assist with data collection, documentation, and outcome tracking to support program evaluation efforts.
- Provide guidance and support to case managers in addressing complex client situations, crises, or emergencies.
- Ensure timely communication of client updates, program needs, and critical information to the GHP Program Director.
- Identify service gaps and recommend improvements to strengthen shelter operations and client outcomes.
- Support the Shelter Coordinator with coordination of kitchen and maintenance staff to ensure smooth operations and support shelter coordinator with shelter purchases.
- Assist with onboarding and training new case managers to ensure understanding of program expectations and service protocols.
- Lead or participate in case conferences, staff meetings, and interdisciplinary collaboration to support coordinated client care.
- Promote and maintain a trauma-informed, client-centered, and strengths-based approach across all case management activities.
- Ensure compliance with agency policies, confidentiality standards, safety procedures, and documentation timelines.

General Proyecto Pastoral Employee Organizational Responsibilities

- Demonstrate enthusiasm for Proyecto Pastoral and a strong commitment to its mission, including its community building vision and founding Jesuit values
- Be an active and positive team member supporting other staff members
- Participate in Proyecto Pastoral events and activities
- Build relationships with and co-lead coalition efforts with residents, partners and other (i.e. Dolores Mission, residents, partner organizations, public officials, local schools, businesses, etc.)

SKILLS AND ABILITIES

- Enthusiastic team builder with leadership skills including, strong relationship building, verbal and written communication, organizational and time management abilities.
- Ability to coach, train, and support a diverse group.
- Flexible, resilient, self-starter with a good sense of humor.
- Ability to work flexible hours (i.e. evenings and some weekends).
- Ability to speak and write in Spanish
- Must have a valid California driver's license, clean driving record, and access to a car.

EXPERIENCE AND EDUCATION

- B.A. preferred and a minimum of five years experience working with people in crisis or that demonstrates knowledge of case management; preferred experience in Boyle Heights and/or in similar communities.



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- Minimum of two years of supervisory experience.
- Experience working collaboratively with diverse staff, program participants and community members.
- Strong knowledge of community resources and counseling strategies
- Ability to motivate others towards achieving goals
- Ability be culturally sensitive and to work in a variety of settings with culturally-diverse clients

Proyecto Pastoral is an equal opportunity employer. **Interested applicants should send a resume and cover letter to hr@proyectopastoral.org**