



Passage Home is a well-respected social service organization and is proud to serve as Wake County's Community Action Agency. Our mission is to break the cycle of poverty and create multi-generational self-sufficiency for individuals & families by helping them achieve housing and income security. We are seeking a **Program Manager** to provide operational oversight of the **Supportive Services for Veteran Families (SSVF)** staff and programming. This role will serve as an integral member of the Program Management Team and will work to establish and maintain policies and procedures that support efficient and effective service delivery and a healthy work culture.

Duties include but are not limited to the following:

- Provide day-to-day supervision and operational support for SSVF Case Managers
- Develop and maintain program guidelines that ensure services are compliant with best practices and funding source requirements
- Establish workflows that promote quality care & outcome-focused service delivery
- Maintain effective relationships with referral sources and service partners
- Monitor program budgets and ensure all expenditures are allowable and on track
- Support program-related funding applications and reports
- Ensure client and program information is entered, tracked and analyzed in the designated electronic platform(s)
- Research and assess trends related to veterans and veteran services in order to support evidence-based and innovative practices
- Organize and manage group services as needed
- Advance the agency's organizational values: social justice focused, data driven, outspoken, collaborative, trauma-informed, investors

The ideal candidate will have excellent communication and customer service skills; possess solid organizational and time management abilities; and be familiar with a strengths-based, trauma-informed approach to working with at-risk populations.

At least three years of program management experience in an equivalent setting is required. A college degree in a human services field is desirable but not required. Prior work experience with the veteran population, the homeless service system, and federal funding sources is preferred. Proficiency in Microsoft Office applications and the ability to learn/utilize one or more electronic platforms for data entry/tracking is necessary. We welcome bilingual/bicultural applicants (English-Spanish proficiency).

The starting salary range for this position is \$55,000-60,000. Passage Home offers a family-supportive work environment, a flexible hybrid work schedule and a comprehensive benefits package.

All qualified applicants will receive consideration for employment without regard to race, color, religion gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status. Passage Home is committed to creating a diverse and inclusive work environment and is proud to be an equal opportunity and certified Family Forward employer.

Please send cover letter and resume to [hr@passagehome.org](mailto:hr@passagehome.org) and include position title in the subject line.