

Keep The Keys Program Manager

Overview of On The Rise, Inc.

On The Rise, Inc. (OTR) is a dynamic Cambridge, MA-based non-profit founded in 1995 that serves women, trans, and non-binary people currently/formerly experiencing homelessness throughout the region. Our Safe Haven day program provides a space where participants can meet some of their tangible needs, such as taking a shower, receiving their mail, or doing laundry, as well as meet one-on-one with advocates to work on longer-term goals. The Keep The Keys program supports our participants as they transition into stable housing and the opportunities and challenges that presents. Our innovative approach supports our participants' initiative and core strengths to help them find safety and discover new possibilities. OTR is committed to social justice, dismantling oppression, and striving to be an anti-racist organization.

At On The Rise, the core of our work is building authentic, long-term relationships with program participants. Through these relationships we foster the trust and belonging that is foundational to people's feelings of agency, empowerment, and safety in community. Program participants display enormous strength and ingenuity in coping with challenges such as homelessness, domestic violence, mental illness, the after-effects of childhood abuse, involvement in the legal system, systemic oppression, and intergenerational trauma. We work to meet people where they are and follow their self-determined visions of success as they navigate structural barriers and challenges. We strive to create a low-threshold environment where people can bring their whole selves, while also holding each individual accountable to the community.

Keep The Keys Overview

Through our Keep The Keys Program, On The Rise actively supports participants on their journey to secure permanent housing. From aiding in the completion of subsidized housing applications to the moving process and beyond, we stand as the mortar between the bricks in a complex social services system. Our comprehensive approach to supporting our housed participants includes financial support for moving/start-up costs, support groups, home visits, outreach, and early intervention if problems arise. Notably, 92% of participants who obtained housing while connected with OTR in the last three years remain housed today.

We go beyond the norm with initiatives like Moving Home Drives, ensuring individuals have the household essentials they need for their new homes, marking a pivotal phase in our ongoing relationship. As participants transition to housing, we recognize the challenges it brings and double down on our commitment to providing unwavering support, making sure they continue to feel connected to On The Rise and its community.

The Keep The Keys Program Manager will oversee the current Keep The Keys program as well as take the lead in assessing and evaluating the needs of housed participants with the aim to reimagine activities that have yet to be returned since the pandemic and influence new programming that serves the evolving needs of these specific participants.

Hours, Activities, and Responsibilities

OTR's normal business hours are 8-4 on weekdays and the duties of the position require the Keep The Keys Program Manager to be **onsite and in-person**. In order to ensure adequate staffing during all the Safe Haven's scheduled operations, the Keep The Keys Program Manager will be required to work in the Safe Haven 10-12 hours a week and may be required to participate in staff rotation for coverage on Saturdays and holidays. Ability to participate in occasional evening meetings and events is required.

This is a full-time, exempt position. The Keep The Keys Program Manager reports directly (during the initial period after hiring) to the Executive Director and (dotted line) to the Director of Clinical Services.

This position is a blend of program/staff management, program development/evaluation, and some direct service.

Program Management and Coordination:

Manages overall day-to-day operations of the Keep The Keys Program, overseeing and ensuring quality, values-driven services:

- Leads the KTK program design and development, helps assemble resources for the program, and develops and implements measurement and assessment practices.
- Manages the day-to-day operations of the Keep the Keys Program
- Oversees KTK program logistics to ensure smooth program operation. This includes coordinating with the advocacy team to schedule home visits and other support for KTK participants.
- Manages KTK program budget and spending decisions (Housing stabilization funds, Comcast Internet Essentials, Moving Home Drives, KTK program events).
- Works in partnership with the Safe Haven Program Manager to coordinate the services, schedules, and meetings (e.g. offer admin support for daily team meetings, and facilitative support as needed) of both programs.
- In partnership with the Safe Haven Manager, leads other On The Rise teams (Operations and Development), to plan and organize events for program participants (e.g. Thanksgiving Meal, Holiday Party, Summer Cookout, Dinner and a Movie, and additional program outings etc)
- Provides support and offers resources to maximize staff engagement and motivation
- Oversees the Intern Program for the Safe Haven and Keep The Keys Programs, including recruiting, hiring, orienting, training, supervising, and evaluating part-time paid interns
- Serves as a resource to staff regarding agency policies and procedures (for personnel matters for paid-interns, works in collaboration with the Director of Finance and Operations).
- Overall responsibility for ensuring that the program environment and culture is trauma-informed and rooted in the philosophies of harm reduction, relational cultural theory, and strengths based de-centered practice.

Program Development and Evaluation:

- Develops, strengthens, and oversees the key elements of the KTK program, including the weekly hours for housed participants in the Safe Haven, phone/email outreach to KTK participants, the monthly newsletter, the Comcast Internet Essentials Program, Moving Home Drives, home visits done by advocates, Dinner and a Movie, and the reimagining of the food pantry)
- Creates and implements an intake and orientation process for the KTK Program
- Monitors the work of the Keep The Keys program and continually seeks improvements
- Supervises, monitors, and assists with collection of data, statistics, and anecdotal information required for funders and other interested parties. Is responsible for quality, completeness, compliance, timeliness of program data and documentation
- Creates opportunities for program participants to be involved in program feedback and assessment
- Understands and assesses program data. Writes program reports
- Works with senior leadership to learn from and improve program assessment and evaluation
- Works with staff and senior leadership to ensure safety and risk management within programs and to align programming with strategic vision for organization
- Works with the Director of Clinical Services and the Director of Finance and Operations to oversee the VOCA and DPH grants
- Recommends policies and procedures needed to improve services, increase safety, etc.

Collaboration and Community Outreach:

- Works with Operations/Development to coordinate services provided to housed participants (Moving Home Drives, KTK newsletter, Comcast Internet Essentials, groups, etc)
- Represents On The Rise and program participant interests in public meetings, provider groups, conferences and the larger community to gain and share knowledge
- Networks and interacts with other programs and providers; initiates and maintains relationships and collaborations with other agencies and stakeholders that will help meet emergent needs

Direct service:

- Participates in 10-12 hours weekly of direct service work to maintain connections with program participants and to support Advocacy Team

Who we are looking for:

The following qualities are essential for a strong Program Manager.

Mission and Values:

- Commits to OTR's mission and values of relationships, self determination, wellbeing, safety in community, inclusion and diversity, and anti-racism and anti-oppression.

- Dedication to OTR's tenets of harm reduction, trauma inclusion, relational-cultural theory, strength-based de-centered practice, a wellbeing approach, and anti-oppression frameworks.
- Participates in employer-sponsored activities acknowledging, confronting, and dismantling racism and other issues of oppression and examining the impact of racism on themselves, on OTR, and in the community at large.

Teamwork and Collaboration:

- Supports team to reframe case management from an individual activity to a collective Advocacy team effort that leverages diverse skills and perspectives within the team.
- Actively supports, challenges, and communicates with supervisees and offers support and challenge with openness, curiosity, and humor.
- Works within the continuum of service providers to enhance the success and effectiveness of referrals between OTR and other programs.

Relationships and Boundaries:

- Builds authentic, trusting relationships with program participants, supervisees, other staff members, and outside collaborators.
- Maintains appropriate boundaries by continuously examining the motivations and impacts of decisions.

Initiative and Agency:

- Exercises independent judgment, creativity in problem solving, and initiative in providing advocacy.
- Like all OTR employees, exhibits the flexibility required in a small organization, openness to change, and seeks out resources for personal and professional growth.

Skills and Expertise:

- Exceptional commitment to the mission, values, and vision of On The Rise
- Supervisory experience **required**, and a willingness to learn OTR's philosophical approach toward supervision
- Bilingual in Spanish or Haitian Creole **preferred and prioritized**
- Knowledge of subsidized housing **preferred**
- Experience in program management and development, including coalition building and coordination **preferred**
- Strong interpersonal skills — ability to work effectively and authentically with program participants, staff, community-based organizations, and community members.
- Experience compiling reports and gathering, analyzing and using data to inform service improvement.
- Strong direct service experience
- Familiarity with issues faced by On The Rise participants, including homelessness and housing, trauma, mental and medical health issues, substance use/abuse issues, domestic and sexual violence, poverty, and issues of oppression. Knowledge of Greater Boston social services preferred; experience with harm reduction and relational work highly desirable.
- Eagerness and ability to manage multiple/diverse set of tasks. Ability to work independently while communicating effectively about relevant work with others.
- Compelling verbal and written communications

- Computer literacy and working knowledge of or willingness to learn Google Apps Suite. Strong skills in managing spreadsheets and data (Excel or Google Suite) **preferred**.
- Valid Driver's License required

Hiring Process, Salary, and Benefits:

- **To apply:** Submit a cover letter and resume to hire@ontherise.org. Applications without a cover letter will not be considered. Please respond specifically in your cover letter to these questions:
 - What personal and/or professional experiences motivate you to work in human services?
 - What interests you about working at On The Rise specifically?
- **Program Manager Salary Range:** \$70K-\$80K, commensurate with experience and qualifications.
- This is a full-time, salaried, exempt position.
 - **Additional annual compensation** of up to \$2,000 for language proficiency in our target populations: Spanish, and Haitian Creole.
- **Hiring timeline:** Applications will be accepted until the position is filled. It is On The Rise's hope that the hired candidate begins work by late August/early September.
- **Generous benefits package including:**
 - 75% employer sponsored health and dental coverage
 - Up to 5% retirement plan employer contribution
 - Annually 15 vacation days, 12 sick days, 12 paid holidays, 2 personal days
 - 100% employer paid short-/long-term disability plans, life insurance, and paid family and medical leave benefits
 - Regular licensed clinical supervision provided onsite

On The Rise recognizes the importance and benefits of diversity in the workplace and the community. We are an AA/EOE, and we strongly encourage people who are bilingual/bicultural, people of color, people with disabilities, members of LGBQ/T communities, trans, and non-binary people to apply.

OTR is committed to providing access, equal opportunity, and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. To request reasonable accommodation, contact hire@ontherise.org.