**Neighborhood Security Initiative Outreach Program Manager**

**Job Description**

The Central West End Neighborhood Security Initiative (“NSI”) is seeking applicants for its full-time Outreach Program Manager position. The NSI is a 501(c)(3) nonprofit organization with a commitment to engage those living on the margins of society because of underlying mental health, substance abuse issues and homelessness. Our efforts are directed in specific central corridor neighborhoods such as the CWE, Forest Park Southeast, DeBaliviere Place and East Loop.

The NSI Outreach Program began in October 2021. The Outreach Program Manager will join an experienced and successful team of outreach professionals while leading in the development, management and expansion of the program.

The Outreach Program Manager will provide the day-to-day support to an established team of outreach professionals (“Outreach Team”). The Program Manager will be responsible for oversight of the Outreach Team and ensuring the team has all the necessary resources to meet the goals of the program of engaging those most in need and determining the needs of those we serve. The role of Program Manager requires excellent communication and organizational skills to lead this dynamic and agile team.

**Qualifications**

· Education background in social work or related field preferred

· 2-3 years of experience working in homeless services, with progressively responsible experience, including staff management, is required

· 1-3 years of experience working with those experiencing mental, behavioral health, substance abuse is preferred

· Proficiency with software and or apps to record and track data is preferred

· A passion for connecting with people experiencing chronic mental/behavioral health and homelessness is required

· Must be flexible, innovative, and adept at creative problem solving

· Must have the ability to communicate effectively across all aspects of the organization, including clients, team members, and management/Board

· Experience with managing a growing and agile field-based team is preferred

**Outreach Program Manager Responsibilities**

· Oversee and provide support in the day-to-day operations of the program, providing monthly reports at the NSI Board meeting and supervision sessions with direct reports

· Work closely with the NSI Deputy Director and Executive Director as well as the Outreach Team to ensure gaps in services are identified and barriers to the Outreach Teams work are addressed

· Review caseloads with the Outreach Team, prioritizing care and services

· Seek out and develop relationships with critical service providers, potential funding partners and governmental entities

· Identify potential collaboration partners that have complimentary missions to help maximize the benefits and assistance to the people we serve

· Identify training opportunities and programs which will benefit the effectiveness of the Outreach Program

· Attend relevant meetings and develop relationships with Continuum of Care (“CoC”), City of St. Louis, faith groups, and other service providers

· Complete monthly, quarterly and annual reports and submit to the Executive Director and NSI Board of Directors

· Other duties as assigned

**Work Hours**

The Outreach Program Manager position is a full-time, 40-hour per week position. Most work will take place during normal business hours (between 8 a.m. - 4 p.m.) but may also include some evening and early morning hours, as well as weekend hours occasionally. There is flexibility in start and end times and possibly administrative work-from-home days.

**Compensation**

The NSI Outreach Program Manager position is a salaried position with a starting annual base salary based on the applicant’s experience. The annual salary range is between $57,000.00 and $65,000.00 less applicable deductions, which will be paid in equal installments monthly on NSI regularly scheduled paydays. This position is exempt and therefore not eligible for overtime pay for any additional hours worked.

The NSI considers applicants without regard to race, ethnicity, religion, gender identity, sexual orientation, national origin, age, marital or veteran status, the presence of a non-job-related medical condition or disability, or any other legally protected status.