



Heading Home

Job Title: AOC Exit Planner / Program Manager
Program: AOC Campus
Reports To: Program Director
Hours: 1:00pm – 9:00pm

Non-Exempt / Non-Exempt

Position Summary :

The AOC Exit Planner / Program Manager shall work for the Heading Home Albuquerque Opportunity Center Campus (AOC) and is responsible for designing, implementing, and managing new and existing programs and practices for the AOC's Homeless Exit Planning (HEP) program. These include acting as liaison to other agencies, advocating, when necessary, on behalf of residents, and oversight of on-site resource centers among other programs and practices.

Essential Duties & Responsibilities of an AOC Program Manager include:

Coordinate continuum of care services for at-risk population of men who are experiencing homelessness. Provide support and expertise through implementation of treatment planning and overall evaluation of individuals' needs. Ensure optimum utilization of community resources, service delivery and compliance with external review agencies. Enhance the quality of resident care through integration of case management, continuity of care and discharge planning.

- Overall reports to AOC Program Director.
- Meets individually with residents to implement program objectives of the AOC Emergency Shelter program.
- Works directly with residents on personal strategies that fall within the structure of the AOC Campus Programs.
- Is responsible for ongoing monitoring of residents with regards to the progress of identified exit strategies.
- Oversees resource awareness education of residents.
- Provide resources/referrals based upon the outcome of the completed Personal Needs Assessment.
- Track effectiveness/outcomes of referrals provided.
- Facilitates financial assistance application for qualifying residents.
- Makes agency-to-agency connections, when needed, to facilitate smooth coordination of resident exit strategies.
- Is directly responsible for producing and/or collecting all related documentation. Share oversight of resident files with program staff.
- Review resident folders for accuracy and completeness.
- Report to Program Director if changes are necessary for AOC program improvement.
- Will fulfill data collection and documentation as required by the AOC's compliance with outside oversight agencies.
- Responsible for production and maintenance of Individual Development Planning and documentation of meetings with residents to measure ongoing progress.
- Keeps files in consistent and ordered fashion.

- Tracks current residents by notating date and/or dates of meetings and where residents are in a continuum of goal achievement; by submitting necessary documentation when appropriate for financial assistance application; and by monitoring exit dates.
- Meets with “New Residents” within their first 5-7 days in the shelter to ensure they are aware of available services provided by the Exit Planner, as well as her/his hours of availability.
- Provides the Program Director resident information as requested.
- Conducts Coordinated Assessments (CA) with AOC residents when deemed appropriate and inputs CA information into the HMIS system.
- Builds on exiting program, in consultation with the Program Director, by adding resource services to residents.
- Under the direction of the Program Director, contributes to the ongoing audit, assessment, and refinement of the AOC Emergency Shelter program.
- Brings firsthand knowledge to direction of effective HEP policy and procedures.

The responsibility of all Heading Home employees includes the following:

- Always represent and promote Heading Home in a positive and professional manner.
- Maintain good attendance and punctuality in keeping with Heading Home Policies.
- Attend all staff and organizational meetings as required.
- Observe and practice safe work habits and practices in compliance with regulations, statutes, and organizational policies.
- Maintain client, resident, guest, and organizational confidentiality in compliance with organizational policies and procedures.
- Read, understand, and comply with all guidelines of the Heading Home Employee Handbook

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Skills:

- Knowledge of Microsoft Word, Excel, PowerPoint, and Outlook.
- Knowledge of area service providers and community resources.
- Knowledge of similar community programs.
- Ability to communicate effectively orally and in writing.

Other Requirements:

- Valid New Mexico driver's license and reliable transportation.
- Ability to navigate stairs, ladders, ramps, and uneven terrain.
- Ability to lift up to 50 lbs. above shoulder level.
- *CPR/ First Aid Certification or ability to become certified within 30 days of hire.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Signature _____ Date: _____
Exit Planner / Program Manager

Signature _____ Date: _____
Program Director