



Job Title: Manager of Financial Programs

Reports To: Executive Director

Reviewed: 9/8/2022

Summary: This position will serve as the contact for any questions and activity related to Pathways' financial assistance programs. The Manager of Financial Programs must be able to work effectively with clients, volunteers, the Executive Director, other Pathways staff, other agencies and Pathways' Board of Directors. This position will be responsible for the administration of any grant funding awarded by South Dakota Housing Development Authority (SDHDA), and will serve as Pathways' main liaison with SDHDA. This requires a full comprehension of how to maintain these grants and the components therein, while adhering to all rules and regulations. The Manager of Financial Programs will be responsible for supervising Pathways' NBN Emergency Shelter program, Pathways' Housing Case Manager, and Pathways' Donation Specialist.

Core Values: Pathways has 6 core values (listed below) that will be adhered to by all staff, board members and volunteers.

1. **Integrity:** We act in a way and make decisions that are, at all times, honest, truthful, transparent, authentic, consistent, and relative to Pathways' mission and values. We will show accountability to see each task through to its fulfillment and hold others to the same expectation. We actively listen and are open to feedback and improvement. We take responsibility for our mistakes and learn from them. We acknowledge our roles in conflicts and participate in finding and implementing solutions.
2. **Respect:** We value, listen to, learn from and appreciate each other, our clients, our board, our donors and our community. We treat every person with dignity. We assume the best intentions in all people, giving everyone the benefit of the doubt. We give feedback directly, respectfully, and with a focus on solutions. We communicate our needs and expectations openly, and do not get angry at others' failures to fulfill expectations we do not clearly set. We carry out conversations and actions in a way that is thoughtful and high in quality.
3. **Inspiration:** We choose to see the potential in every person we meet. We inspire hope and create opportunities that empower. We will strive to be passionate about breaking the cycle of homelessness in those we serve. We will be actively present while on duty for Pathways, whether at the facility, in the community, or at a meeting. We will arrive ready to make a difference in the lives of those we serve.
4. **Excellence:** We will demonstrate exceptional performance and service. We will implement programs that not only meet our mission, but also meet our mission beyond expectations. We will evaluate every aspect of pathways, including our board, employees, clients, and specific programs.
5. **Community:** We are community leaders and advocates for individuals and families experiencing homelessness, and those at risk of homelessness. We will engage in various aspects of the Yankton community and surrounding areas. We will seek out partnerships that will be mutually beneficial. We will encourage collaboration between Pathways and other agencies, businesses or organizations and strive to eliminate the duplication of resources.
6. **Responsible Stewardship:** We will receive and accept all gifts or donations with enthusiasm and express sincere thanks using appropriate methods. We will demonstrate responsible use of the

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gifts and donations and provide proof of responsible use. We will provide recognition for donors in a respectful and appropriate manner.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Operations

1. Understands and maintains strict confidentiality for every shelter client.
2. Uphold Pathways' policies and procedures, strictly enforcing Pathways' rules.
3. Assists the Executive Director and Tier 2 Manager in developing systems and protocols to serve all Pathways' clients more effectively.
4. Assists in training staff and volunteers on the mission, policies and procedures, and functions of the Shelter.
5. Assists Housing Case Manager with the intake process (as needed) for those meeting the criteria for Pathways' Financial Assistance programs, following Pathways' approved policies and procedures.
6. Collaborate with NBN staff to ensure successful operation of Pathways' NBN Emergency Shelter program.
7. Collaborates with other local agencies and businesses to fulfill the immediate needs and long-term stability of the clients.
8. Maintains a thorough knowledge of the human service agencies and other potential services available for clients in the Yankton area.
9. Maintains a positive team approach to services by ensuring that all concerns or potential conflicts are immediately addressed with the best interest of the client, solidarity of the staff and the mission of Pathways being a focus over self.
10. Assists Pathways staff in various maintenance tasks if volunteers are low (i.e. laundry, accepting and organizing donations, etc.)

Administrative Duties

11. Responsible for successful completion of the ESG Grant Application, seeking guidance and assistance from the Executive Director as needed.
12. Responsible for successful completion of the SDAP Grant Application, seeking guidance and assistance from the Executive Director as needed.
13. Provide supervision over the Housing Case Manager, NBN staff and Donation Specialist. This will include holding weekly meetings with each position (or meetings as deemed necessary by self or Executive Director).
14. Perform semi-annual performance reviews with supervisees.
15. Responsible for NBN staff scheduling.
16. Maintains all Pathways' Case Managers time & expenses per ESG requirements.
17. Maintains Pathways' HMIS usage.
18. Represents Pathways at all required SDHDA meetings.
19. Submits eligible expenses and hours worked on a monthly basis to the South Dakota Housing Development Authority for reimbursement.
20. Attend meetings and trainings as requested by the Executive Director.

Hours: Full Time Permanent, 40 hours per week. M-F, hours may vary.

Compensation

Wage: \$23/Hr

Benefits: \$2,400 annual QSEHRA | 4% Contribution to Retirement Account of employee's choice (allocated monthly) | PTO | Sick Leave | Flex Hours | Maternity & Paternity Leave

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Qualifications

The following are **required** to be considered for this position:

- Bachelor's Degree from an accredited college or university
- Minimum of two years experience supervising direct reports
 - Experience with providing direction/constructive feedback
- Minimum of one year experience in grant writing
 - Completing grant applications from start to finish
 - Submitting drawdowns and meeting all grant requirements
- Computer Skills
 - Microsoft Word
 - Microsoft Excel
 - Microsoft Powerpoint
 - G Suite
 - Typing average of at least 60 WPM
- Physical Requirements
 - Generally this position will not require any physical interaction other than what one would normally encounter on a regular basis. However, there may be times when donations or supplies need to be moved. Seldom lifting of 15-30 pounds may be expected.
- Emotional Requirements
 - Setting and adhering to boundaries
 - Stress Tolerance
 - Ability to perform well in a fast-moving and sometimes unpredictable environment
 - Ability to stay calm during difficult conversations/situations

Prior experience in the following areas is **preferred**:

- Working with vulnerable populations
- Working in the nonprofit sector
- Case management
- Knowledge of rental housing qualifications and processes

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