Bakersfield Kern Regional Homeless Collaborative
Program Manager

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 3 **FLSA Status:** Exempt **Date Approved:** July 28, 2026

SUMMARY:

Under the direction of the Executive Director, the Program Manager provides leadership, operational oversight, and strategic coordination for the Bakersfield-Kern Regional Homeless Collaborative (BKRHC) and Continuum of Care (CoC) initiatives. This position oversees program development, grant and contract compliance, data management, reporting, community engagement, and organizational operations in support of homelessness response programs and system-wide initiatives. The Program Manager supervises assigned staff; coordinates with government agencies, service providers, community organizations, and stakeholders; and ensures compliance with federal, state, and local regulations. The position supports strategic planning, governance activities, system performance evaluation, funding development, and implementation of policies, procedures, and best practices to strengthen organizational effectiveness and advance BKRHC's mission and community impact.

SUPERVISION RECEIVED:

Executive Director

SUPERVISION EXERCISED:

Program Coordinator, Fiscal Coordinator, Administrative & Events Coordinator

DUTIES AND RESPONSIBILITIES:

Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

Staff Supervision and Administration:

- Supervise assigned BKRHC staff and support recruitment, onboarding, training, performance evaluations, and staff development.
- Prioritize and assign work, monitor productivity, and provide recommendations related to disciplinary actions and personnel matters

Program Management and Compliance:

- Assist in the development, implementation, and evaluation of programs, ensuring alignment with grant requirements, organizational goals, and Continuum of Care (CoC) priorities.
- Develop and implement program policies, procedures, operational standards, and best practices.

- Coordinate services and activities with vendors, contractors, and partner agencies to ensure compliance with applicable federal, state, and local regulations and grant requirements.
- Support development and monitoring of grant program budgets and assist with fiscal, programmatic, and compliance reporting.
- Maintain and oversee grants, contracts, procurement activities, and vendor compliance.
- Provide technical assistance and consultation to staff, providers, partner agencies, and community stakeholders regarding grant implementation, program operations, and compliance requirements.

Data Management and Reporting:

- Compile, analyze, and interpret data related to program performance, system outcomes, grant compliance, and funding opportunities; make recommendations based on findings and ensures compliance with all reporting requirements.
- Prepare and submit timely data reports in accordance with the requirements of the U.S. Department of Housing and Urban Development (HUD) , California Interagency Council on Homelessness (Cal ICH) and other grant funders.
- Ensure timely, accurate, and compliant data management and reporting across assigned programs and projects.
- Collaborate with the Homeless Management Information System (HMIS) Lead Agency to develop to analyze and monitor HMIS performance and compliance
- Develop reports, dashboards, spreadsheets, graphs, presentations, and other materials for internal and external stakeholders.
- Monitor and support HMIS participation, data quality, and system performance improvement efforts with collaborative partners.
- Structure and evaluate large datasets to identify trends, performance outcomes, and operational recommendations.
- Monitor and support Continuum of Care System Performance Measures and related reporting requirements.
- Structure large data sets to find usable information, process information with collaborative members, and present reports based on findings and recommendations.

Community and Stakeholder Engagement:

- Build and maintain collaborative relationships with CoC partners, service providers, government agencies, community organizations, stakeholders, and attend any necessary community meetings.
- Serve as a liaison to partner agencies and the public by providing program information, resolving issues, and supporting collaborative initiatives.
- Participate in and support subcommittees, community meetings, governing board and executive board activities, including agenda preparation and tracking.
- In coordination with the Executive Director, support community outreach, fundraising efforts, grant development, and stakeholder engagement activities.
- Provide technical assistance and consultation to program staff, partners, agencies, and local entities for effective implementation of grants and contracts.
- In collaboration with the Executive Director and staff, researches and develops proposals for fundraising, maintaining, and expanding the program opportunities, as appropriate.
- In coordination with the Executive Director, oversees community outreach and public relations and assists in identification and cultivation of volunteers and donors.
- Subcommittee engagement

- Coordinate preparation, tracking, and administrative support for Governing Board and Executive Board agendas, meeting materials, action items, and related follow-up activities.

Other Job Specific Duties:

- Attend all meetings, trainings, and conferences as assigned.
- Maintain a safe and functional work environment.
- Must be able to work alternative hours as required, including nights, weekends, and holidays.
- Communicate effectively, both orally and in writing.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsivities.

Knowledge of:

- Agency policies, procedures, and nonprofit operations.
- Applicable federal, state, and local laws, regulations, and compliance requirements.
- Continuum of Care (CoC), HUD, Cal ICH, homelessness programs, and reporting standards.
    - This includes Brown Act compliance & understanding Robert's Rules of Order
    - HUD NOFO experience preferred
- Modern office practices, administrative operations, and business technology.
- Microsoft Office Suite and related business software applications.
- Data management systems and reporting platforms, including SQL, Tableau, HMIS, and related systems preferred.
- Customer service, professional communication, collaboration, and stakeholder engagement practices.
- Community resources and challenges affecting individuals and families experiencing homelessness and economic hardship preferred.

Ability to:

- Deal with conceptual matters.
- Plan, organize, and manage multiple programs, projects, and priorities, including resource allocation
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Effectively present program information to the public.
- Establish professional working relationships with staff, agencies, and community members.
- Analyze and interpret statistical reports and legislation for program design and implementation.
- Monitor, analyze, and evaluate programs, including the development of system design and procedural guidelines.
- Exercise sound judgment, professionalism, and problem-solving skills.
- Work independently and collaboratively in a fast-paced environment.

- Attend evening and weekend meetings as needed

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's Degree in Sociology, Business Administration, Public Administration, Human Services, Public Health, Data Analytics or related field.
- Four (4) years of progressively responsible administrative/management experience, including budgeting, program management, contract administration, procurement, operational oversight, community organization, public relations, or related experience.
- Two (2) years of supervisory or team leadership experience preferred.
- Experience with grant development, applications, administration, compliance, reporting, and funding management.
- Any equivalent combination of education, training, and experience that demonstrates the required knowledge, skills, and abilities may be considered

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Successful completion of a Live Scan background clearance, physical examination, tuberculosis (TB) screening, and substance abuse screening as a condition of employment.
- Bilingual language fluency (English/Spanish) highly desirable.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those employees' encounters in performing the essential functions of this job.

- Work is primarily performed indoors with some outdoors activities on occasion
- The noise level is moderate.
- Hazards are relevant to the work environment.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE: Program Manager			
Activity / Hours Per Day	Never 0 Hours	Occasionally Up to 4 hours	Frequently 4-8 hours
Sitting			X
Walking		X	
Standing		X	
Bending (neck)		X	
Bending (waist)		X	
Squatting		X	
Climbing		X	
Kneeling		X	
Crawling	X		
Twisting (neck)		X	
Twisting (waist)		X	
Is repetitive use of hand required?			X

Simple Grasping (right hand)			X
Simple Grasping (left hand)			X
Power Grasping (right hand)		X	
Power Grasping (left hand)		X	
Fine Manipulation (right hand)			X
Fine Manipulation (left hand)			X
Pushing & Pulling (right hand)		X	
Pushing & Pulling (left hand)		X	
Reaching (above shoulder level)		X	
Reaching (below shoulder level)		X	

	LIFTING			CARRYING		
	Never 0 Hours	Occasionally Up to 4 hours	Frequently 4-8 hours	Never 0 Hours	Occasionally Up to 4 hours	Frequently 4-8 hours
0-10 lbs.			X			X
11-25 lbs.		X			X	
26-50 lbs.		X			X	
51-75 lbs.	X			X		
76-100 lbs.	X			X		
100+ lbs.	X			X		

A. Object Manipulation
   1. Use the computer – press keys with both fingers, both hands.
   2. Operate a telephone for communication purposes – reach, lift with hand, press keys with fingers.
   3. Use pens and pencils to write/record data – grasp by thumb and finger.
   4. Use office equipment such as copy machine, facsimile machine and calculator.

B. Simultaneous Object Manipulation
   1. Talk on the telephone while writing notes/information.
   2. Talk on the telephone while entering information on the computer