

## **Shelter Program Manager**

*This full-time position is located in Grass Valley, California (a halfway point between Lake Tahoe and Sacramento).*

Hospitality House began as a shared vision in 2005 when concerned Nevada County citizens came together to help individuals struggling with homelessness. After operating as a nomadic shelter for eight years, Hospitality House opened its doors as an emergency shelter, Utah's Place, in 2013. It became the first and only permanent homeless shelter in Nevada County and remains the only general use emergency shelter today. Hospitality House plays a critical role in the community, offering emergency shelter, street outreach, food, clothing, job training, customized case management, mental health counseling, enrichment classes, transportation, recuperative care, pet-care, housing assistance, and homelessness prevention services.

If you share our vision of helping Nevada County residents return to housing with care and compassion, we invite you to join our team! The Shelter Manager plays a critical role managing the frontlines of homelessness in our county. The ideal candidate brings a passion for helping others, experience working with vulnerable populations, and a can-do attitude.

### **POSITION SUMMARY**

Under the supervision of the Program Officer, the Shelter Program Manager is responsible for overseeing the day-to-day operational needs of the Shelter, ensuring the completion of all program objectives, adherence to agency rules and regulations, and the safety and cleanliness of the Shelter at all times.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

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### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### Operations

- Oversees the Utah's Place Shelter operational day-to-day activities including development, planning, and implementation of all program components; building operations and maintenance oversight; community monitoring; and all other Shelter activities.
- Through delegation, manages the Shelter supply program through routine inventories, supply lists, and purchasing communications as appropriate.
- Supervises through delegation to the Advocate team, all guest activities ensuring the timely response to questions and concerns are completed in accordance with requirements, rules, and regulations.
- Oversees the approval/denial of guest and resident terminations as outlined in the Employee Handbook and the coordination of bed assignments, smoke breaks, and other daily Shelter-related routines.
- Ensures new guests receive and understand program requirements, rules, and regulations.

- Understands and reviews grant narratives, outcome metrics, and budgets to prevent programmatic drift.
- Through delegation to the Shelter and Community Advocate team, ensures all housekeeping is completed as needed.
- Ensures all Shelter and surrounding community issues including those that foster disharmony, harm to self or others, or criminal activity are addressed in a professional, appropriate, and timely manner.
- Reviews all written violations, incident reports, and staff log narratives for appropriateness, completion, and follow up with guests, staff, Human Resources, and other members of the Leadership Team.
- Documents and notifies the Program Officer and Human Resources and Administration Director of all guest concerns, potential workflow problems, and/or any exceptions to policy that could impact program flow and security as appropriate.
- Maintains knowledge of fire, safety, health, and work standards to ensure a safe and positive environment for all.
- Provides emergency assistance to guests and co-workers as necessary.
- Provides informed Shelter tours as need to elected officials, funders, donors, and community stakeholders.

#### Program Oversight

- Through effective communication, ensures agency goals and activities comply with Hospitality House Board policies, mission, purpose, and core values.
- Ensures agency programs are available to eligible people regardless of religious belief or affiliation, race, color, national origin, handicap, or sexual orientation.
- Updates approved forms and manuals as directed.
- Directs available resources in accordance with established guidance, policies and procedures, and goals and objectives.
- Maintains up-to-date local and regional resource information and disseminates it to staff as appropriate.
- Role models positive, professional behavior including through appearance and communication with others.
- Recognizes and performs the duties of a mandated reporter as outlined in federal, state, and local regulations as appropriate.
- Supports community engagement and collaboration by developing relationships with other service providers including but not limited to mental health, medical, the County, and other vendors.
- Maintains an updated resource binder outlining all pertinent mental health, medical, housing, employment, and other resources for homeless individuals in Nevada County.
- Maintains grounds security at all times.
- Ensures confidentiality and data privacy standards are met or exceeded at all times.
- Attends trainings to stay up to date on best practice standards and ensures that Hospitality House remains in contract compliance with funders.
- Attends and participates in one-on-one meetings with the Program Officer, weekly staff and Leadership meetings, and team building gatherings.
- Serves as liaison between Hospitality House and other social services and/or public safety agencies.
- Oversees the timely collection and entry of data by the Shelter and Community Advocate team.
- Attends community meetings as requested by the Program Officer.

- In coordination with the Director of Strategic Operations, Business Officer, Executive Director, and other members of the Leadership team, develops and oversees department budget.
- Other duties as assigned.

#### Staff Oversight and Supervision

- Supervises all Shelter day-to-day staffing activities including, training and development, scheduling, and oversight.
- Oversees the development of direct report daily, weekly, and monthly schedules with workloads that achieve program objectives without unnecessary overtime.
- Ensures Staff performance meets or exceeds program goals and objectives through communication with the Director of Strategic Operations, other members of the Executive Leadership Team, service providers, and external program representatives.
- Facilitates weekly Advocate meetings and direct report one-on-ones, providing informational updates, trainings, feedback, and opportunities for communication.
- In coordination with the Director of Strategic Operations and Human Resources and Admin Director, interviews all Shelter and Community Advocate and Culinary Program new hires.
- Facilitates Shelter related orientations and trainings.
- Provides disciplinary action for employee performance improvements and accommodations to the Shelter and Community Advocate team.
- Completes Employee Appraisals as outlined in the Employee Handbook.
- Ensures direct reports receive and understand Shelter related policies and procedures.

#### **ATTENDANCE**

Must be punctual and timely in meeting all requirements of performance, including but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

#### **BUSINESS NECESSITY**

The needs of Hospitality House may be dependent on responding to and anticipating rapidly changing external and internal demands in all aspects of how business is conducted. This may include, but is not limited to, organization structure, finances, goals, personnel, work processes, technology, and customer demands. Therefore, it may become necessary to make modifications to how business is conducted, and work is accomplished, with minimal or no advance notice to employees. Accordingly, the employee must be capable of adopting with minimal or no advance notice, to change in how business is conducted, and work is accomplished, with no diminishment in work performance.

#### **SAFETY AND SECURITY**

All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to management.

#### **SUPERVISORY RESPONSIBILITIES**

In accordance with Hospitality House's policies and applicable laws, the Shelter Manager directly supervises a team of 16 including 14 Shelter and Community Advocate, 1 Culinary Specialist, and 1 Shelter and Community Advocate/Scheduling Specialist direct reports.

## **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.

## **EDUCATION AND/OR EXPERIENCE**

Bachelor's degree (B.A.) or equivalent from a four-year college or technical school; or three to five years related social work and/or non-profit program management experience and/or training; or equivalent combination of education and experience. Human services experience dealing with issues unique to homelessness, substance abuse, mental health, and physical disabilities preferred. Specific knowledge and experience with Twelve Step philosophy, addiction and recovery is also preferred.

## **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of volunteers, shelter guests and employees of the organization.

## **COMPUTER SKILLS**

To perform this job successfully, an individual should have knowledge of: Database Software (HMIS preferable); Internet Software; Spreadsheet Software (Excel); Word Processing Software (Word); Electronic Mail Software (Gmail); Presentation software (PowerPoint).

## **CERTIFICATES, LICENSES, REGISTRATIONS**

Current vehicle insurance and a valid CA state driver's license.

## **OTHER SKILLS, ABILITIES, AND QUALIFICATIONS**

- Five years of Program Management experience required.
- Six months to 1 year-experience providing direct social work and/or case management experience to vulnerable populations, including at least one-year training and staff.
- Has exceptional people skills.
- Possesses a natural ability to show compassion and empathy while also being firm, fair and consistent in upholding the rules of Hospitality House. Modifies words and actions by gauging individual needs and the state of mind of guests and residents.
- Understands the basic principles and practices of hiring, supervising, training, and evaluating staff.
- Possesses a general understanding of employment laws as it relates to managing staff.
- Is comfortable working both independently and in collaborative settings.
- Implicitly understands how to de-escalate situations to encourage the best possible outcome.

## **PAY RATE**

\$28.00 - \$31.00 an hour.

*Hospitality House offers a comprehensive benefits package for all full-time employees which includes 100% medical insurance including mental health coverage, dental and vision insurance, long and short term insurance, life insurance, and 401k.*

**HH Employment is available to eligible people regardless of religion, race, color, national origin, sex, or disability.**