

**POSITION:** Shelter/Day Center Operations Manager

**PROGRAM / LOCATION:** Congregations for the Homeless (CFH)

**SUPERVISOR:** Director of Programs

### **Opportunity**

CFH's mission is to partner with men and the community to create a path from homelessness to stable living. Since 2008, CFH has operated a low-barrier shelter from November through April providing thousands of men safety from the harsh winter conditions, hot meals and connections to a caring community. During these months, men's basic needs are met and they start to trust staff and the community in the shelter; they are able to begin the steps to leave homelessness. During 2018, the community is coming together to keep the doors to the low-barrier shelter open year round; allowing men to sleep in a safe place and remain connected to a welcoming community where they receive the help they need to begin living a normal life.

CFH has an immediate need for an individual who wants to help lead our shelter and day center program expansion and provide high quality shelter and services to approximately 100 men each day/night.

### **Position Summary:**

The Shelter/Day Center Operations Manager must have a passion for the mission and support CFH's values of relationship, respect, compassion and empowerment. The position works directly with Director of Programs, office staff, housing program staff, navigation services staff, and volunteers as needed in carrying out responsibilities. The Shelter/Day Center Operations Manager is responsible for overseeing the operations of the CFH low-barrier shelter and Day Center including:

- Developing and ensuring programs are structured and operated in a way that incorporates CFH values and mission and minimizes added stress to shelter guests,
- hiring, training, and supervising 15-20 shelter and day center staff, and
- overseeing the collection of data and ensure that it is an accurate and timely representation of the services provided.

Flexibility to work weekends, weekdays and evening required.

### **Key Responsibilities:**

#### **Program Development & Management:**

- Helps develop and subsequently facilitates the implementation of CFH's vision for the operations of shelters and Day Center.
- Create and ensure implementation of systems to keep CFH shelters & Day Center operating in a structured manner.

- Collaborate with all CFH programs to ensure the CFH continuum of care is working efficiently.
- Develop a partnership with the emergency service providers in the community in order to ensure a positive working relationship between the shelter system and local emergency service providers.
- Ensure CFH's vision and mission is modeled and communicated to shelter guests and staff.
- Attend community meetings that would assist in re-evaluating and revising program policies and contribute to creating a more Trauma Informed milieu.
- Act as an advocate on behalf of population served and/or individual guests when necessary. Hear and address guest grievances.
- Engage and collaborate with the community on a regular basis to ensure neighborhood concerns and needs are being addressed.
- Ensure proper documentation is collected for guests and reporting is completed in AGENCY software and HMIS such that it is an accurate and timely representation of the services provided. Maintain guest confidentiality with handling of all information collected from guests.
- Attend appropriate trainings and meetings relevant to shelter operations and funding source direction.
- Assist in grant writing as it pertains to CFH shelters and services.

### **Supervision:**

- Hire, train and supervise shelter and Day Center staff.
- Assist in developing, maintaining, and updating training materials, policies and procedures.
- Monitor program goals and outcome requirements based on contracts.
- Review and approve expenses, mileage, and timesheets.
- Ensure staff compliance with standards of practice as well as agency policies and procedures.

### **Knowledge, Skills and Abilities Required:**

An understanding of Trauma Informed Care and the experience and ability to work with men experiencing homelessness is a must. Applicants must have a demonstrated high level of management skills, dependability, flexibility and initiative. Must react effectively and appropriately in stressful situations and be able to interact with clients in crisis. Ability to train staff on crisis intervention, Trauma Informed Care, boundaries, and working with men experiencing homelessness. Excellent written and verbal communication skills, ability to complete paperwork thoroughly and accurately. Experience managing staff and setting up systems. Must have working knowledge of MS Word and Excel. Experience with database entry strongly desired.

**Qualifications include:**

**Required:**

- Bachelor's degree or demonstrated professional experience may be substituted for the degree requirement
- Two years of experience working with individuals experiencing homelessness
- Two years of experience supervising employees
- Two years of experience being responsible for managing/overseeing systems and/or programs
- Flexible schedule with evening and weekend availability
- Knowledge of mental illness and substance use disorder including approaches to recovery

**Preferred:**

- Experience working in overnight shelters
- Experience working with contract reporting requirements and database systems
- Knowledge of WA state resources and the continuum of care in King County
- A working knowledge of the East King County is strongly preferred.

**Compensation:**

**CFH offers a competitive salary, excellent benefits and a positive working environment.**

**CFH is an Equal Opportunity Employer**

- **Pay Range: \$50,000 – \$56,000**

**Submit Cover Letter and Resume to Joshua Terlouw, [josht@cfhomeless.org](mailto:josh@cfhomeless.org)**