



Position: Program Manager: Shelters & Men's Center

Reports to: Services Director

Hours: 40 hrs. Week

Classification: Regular, Exempt

Compensation: \$60,000-\$68,000 annually

Reviewed: December 2021

CFH's MISSION AND VALUES:

Our mission is to partner with men & the community to create a path from homelessness to stable living. Our core values are relationship, community, empowerment, dignity & respect. These values embody how we work with the men, community and each other.

OVERVIEW OF POSITION:

CFH's Shelter and Men's Center Program Manager is critical to furthering CFH's mission and values through low and medium barrier shelter programs with a range of vital services provided through volunteers, community partners and CFH staff. The Shelter and Men's Center Program Manager is responsible for implementing, evaluating and updating programming, policy and procedures, and protocols for CFH's year-round 24/7 low-barrier emergency shelter and men's center (EMS) and Rotating Shelter (RS) with a team of approximately 20 CFH staff. Routinely engages with internal and external partners. Provides direct client assistance as needed.

KEY RESPONSIBILITIES:

- In coordination with CFH's Services Director, helps create and maintain an environment of dignity, respect, relationship, healthy community, and empowerment for the men and staff in the center. Works to maintain a healthy culture that helps CFH live out the mission and values in the most effective way possible.
- In coordination with CFH's Services Director, advances programs through process improvements as well as creating & managing to specified goals, objectives & policies, including, but not limited to:
 - Helps create and administer programs
 - Helps create and implement systems to create healthy functioning programs (cleaning, oversight, data management, communication, trainings, meal service, client engagement, grievances, program improvement, etc.).
 - Oversees daily operations, and maintenance of the buildings and shelter programs.
 - Oversees/ensures implementation of systems & policies; including data & compliance collection and evaluation
 - Directly assists CFH clients as needed.
 - Hears and addresses grievances.
- Manages to a program budget; monitoring revenue and expenses
- Hires, trains, supervises program staff: Shelter Program Coordinators, EMS Meals Coordinator,
 - Builds and maintains a team environment (this is done in partnership with the Program Coordinator).



- Collaborates internally across teams, primarily with the Volunteer Coordinator, Outreach Coordinator, Other Program Managers, Case management, Mental Health Department, and Development Team.
- Routinely collaborates and develops relationships with external partners - primarily with emergency service providers, partner service providers (i.e., supporting congregations/liaisons, Hopelink, TRAC, King County Public Health), local, regional and state program funders (i.e., City of Bellevue, King County) and neighborhood area businesses/residents.
- Speaks on behalf of CFH to share our mission, engage the community, represent CFH with partners and advocate for people experiencing homelessness.
- Remains current with philosophies, approaches & funding related to providing shelter and services for people experiencing homelessness.
- Remains current in general office technology

QUALIFICATIONS:

- Bachelor's or associate's degree and at least two years' related experience, or an equivalent combination of education and experience; including demonstrated.
 - understanding of Trauma Informed Care principles
 - ability to work well with men experiencing homelessness.
 - Successful supervision and management of people and programs
- Strong commitment to CFH's mission and values.
- Energetic and forward thinking with high ethical standards and an appropriate professional image.
- Understanding of the intricacies of homelessness.
- Demonstrated understanding and respect for the diverse viewpoints shared by communities about providing services to people experiencing homelessness.
- Excellent interpersonal skills with strong ability to authentically listen and build collaborative relationships.
- A strong orientation toward social justice concerns.
- Experience, ability and willingness to work respectfully with culturally diverse people.
- Ability to think outside the box with creativity, ingenuity, compassion, and commitment to the mission.
- Flexible, adaptable, and works well under pressure
 - Must react effectively in stressful situations and be able to effectively interact with clients in crisis



- Excellent organizational skills; accuracy and attention to detail required.
- Outstanding ability to organize self and others in an efficient, diplomatic and effective manner.
- Strong computer skills, with ability to work within databases
- Access to reliable transportation and valid Washington State driver's license.
- Ability to attend work regularly, including scheduled work time outside of typical office hours (evenings and weekends) and emergency after-hours responses.