

**CATHOLIC SOCIAL SERVICES
JOB DESCRIPTION**

TITLE: Program Manager – Clare House
PROGRAM: Clare House
STATUS: Full-time / Salary / Exempt
SUPERVISED BY: CH Director
UPDATED: 4/15/2020

JOB SUMMARY: This position supervises the daily facility operations of Clare House. Responsibilities include training and oversight of the family support staff, improving and maintaining an effective family support system, conducting screenings with potential participants, and advocating for the homeless at relevant community meetings.

Education/Experience: Bachelor's degree in social work, sociology, psychology, counseling, human services, or related field. 2 years of experience in relevant field with one year of supervisory experience.

Skills: Demonstrated leadership, dependability, flexibility, and initiative. Committed to collaboration and shared decision-making. Desire to work with a variety of people, situations, and challenges to carry out the mission and purpose of the program. Must react effectively in crowded and stressful situations. Ability to provide supervision and training to volunteers, interaction positively with other CSS staff members and clients. Appropriate interpersonal, written, and verbal communication skills. Team building skills. Basic computer skills in most Microsoft Office applications. Logistic skills in order to facilitate smooth operations of the shelter.

Competencies: Must be able to maintain program/participant/agency confidentiality, and treat each individual with dignity and respect. Must have the ability to establish and maintain professional boundaries with staff, program participants, and volunteers. Demonstrated leadership, dependability, maturity, creativity, discretion, initiative, and flexibility. Ability to provide supervision and be a team member with program staff, agency personnel, and community service providers. Ability to handle crisis situations with minimum supervision. Commitment to provide services in a manner that is welcoming and appropriate to the special needs of those affected by trauma.

DUTIES & RESPONSIBILITIES:

Program Administration

- In conjunction with the Program Director, evaluate, revise and implement program policies and procedures.
- Produce statistical and narrative program reports for grants, CQI, and other needs.
- Review and forward Critical Incident Reports as necessary. Provide stats as requested.
- Supervise and help to develop FSS and Lead FSS positions.
- Assist Program Director with drafting and monitoring annual budget for germane portions of the program. Adjust expenditures as necessary; code and authorize check requests
- Handle participant issues
- Act as advocate on behalf of population served and/or individual clients when necessary.

- Ensure annual Point-in-time homeless count is accurate.
- Ensure all staff is trained and reports are correct and timely.
- Other duties as assigned

Shelter Operations

- Evaluate program policies and practices regularly; this information is used to inform and adjust practice.
- Perform and oversee daily facility needs of the shelter.
- Coordinate maintenance issues with Facilities department.
- Monitor inventory of program supplies within budget. Ensure adequate levels of supplies, including janitorial, kitchen, laundry, and office supplies.
- Manage all supplies, keeping storage areas in good order, rotating stock. Keep list of needs updated, share extra or unneeded supplies with other CSS program.
- Oversee Donations Room
- Ensure cleanliness of physical facility, including daily, weekly, monthly, and annual cleaning operations. (May be in conjunction with Facilities Department)
- Ensure effectiveness of operational cleaning procedures
- Ensure daily maintenance of facility.
- Pick up supplies as needed.
- On call duties
- Immediately report serious personnel, shelter, or media incidents to Director.
- Attend staff meetings.
- Set up and take down for special events.

Supervision

- Direct supervisor of a portion of the shelter staff. Includes recruiting, selecting, training, scheduling, disciplining, and terminations (in conjunction with HR department).
- Ensure all staff have structured, strengths-based supervision from someone who is trained in understanding trauma.
- Manage daily shift operations, ensure adequate and appropriate staffing, and cover shifts as necessary.
- Ensure shift staff is trained in effectively identifying and addressing client need.
- Ensure personnel are informed of and adhere to all CSS/HFS policies, as well as Department of Labor regulations.

Trauma Informed Services

- Strategize, in conjunction with other staff, to ensure a trauma-informed approach to service delivery.
- Ensure all staff receives basic foundational training and continued training (as appropriate) that furthers their understanding of trauma.
- Work with the director to ensure all current policies and protocols uphold trauma-informed service principles.
- Evaluate program policies and practices regularly; this information is used to inform and adjust practice.

Physical Requirements: Ability to lift 20 lbs.

Other Requirements: Must be able to work a variety of days in the mornings and daytime hours in order to oversee one half of a 24/7 operation.

Training Requirements: Agency orientation; First aid/CPR; de-escalation techniques; blood borne pathogens and any other updated training, as required. Attend all staff meetings and in service training as required. Must possess a valid driver's license and auto insurance.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____