

Job Announcement

Title: Shelter Supervisor – New Beginnings Center - (NBC) Non Exempt
Regular Full Time: 40 hrs. per/week Work Schedule: TBD; will include
Hourly Wage: \$27 per hour either Saturday or Sunday
Reports To: Program Director – NBC
Unit: Residential – Shelter and Housing Programs

Job Announcement: Homeward Bound is Marin County's primary provider of housing and shelter for single individuals and families experiencing homelessness, offering short- and long-term supportive housing, job-training and placement, and services. Our mission is “Opening Doors to Safety, Dignity, Hope, and Independence.” We are looking for the right person to join our Housing Focused Shelter team.

Principle Responsibilities:

Support Staff, Clients, and Community Partners

- Manage a caseload of approximately 6-8 clients in Housing Focused Shelter.
- Work collaboratively with case management staff and community partners for case conferencing, and other client related needs.
- Design and facilitate house meetings, group workshops, and dorm meetings for clients in partnership with Supervisor and Housing Navigator,
- Provide guidance to staff and assist with conflict management / mediation in the absence of Program Director-NBC.
- Support Program Director-NBC with staffing scheduling
- Provide supervision to Resource Counselors and guidance to Relief staff as needed.
- Communicate clearly and consistently with Program Director-NBC.
- Coordinate training of relief staff and assist with on-boarding process for core staff.
- Ensure that program documentation is completed for all client interactions (incident reports, program violations, SIRP notes, etc.).
- Oversee volunteer training and ongoing supervision.

Intake, Enrollment, and Administrative Support

- Receive and process program referrals including logging referrals into the database and reaching out to community partners for client placement.
- Manage daily call-in process and update daily rosters.
- Conduct client intakes and assessments in Clarity, the Homeless Management Information System.
- Support Program Director-NBC with evaluating 28 day renewals to assess clients' housing focused progress

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- Enter accurate and timely data for program enrollments and exits to support evaluation, outcomes tracking, and to minimize errors and duplicate entries.
- Ensure client files are set-up accurately with all required documentation.
- Provide support to Program Director-NBC in the evaluation / client transfers process between programs.
- Perform other duties as assigned by Program Director-NBC..

Facilities

- Oversee ongoing maintenance including daily chores, painting, landscaping, and repairs in conjunction with Maintenance staff.
- Coordinate and document repairs with HB Maintenance staff and with appropriate contractors.
- Oversee ordering of supplies and equipment.
- Coordinate facility needs and chore system with NBC Resource Counselor.
- Conduct daily checks of the facility to support safety and cleanliness.
- Identify and report all major facility problems to supervisor.
- Follow all use permit requirements as designated in property lease.

Minimum Qualifications and Requirements

- Bachelor's degree in social work, psychology, or related field from an accredited college or university and a minimum of two years of experience providing support services to individuals in a human service setting.
- Experience performing case management duties in a health or human services field.
- Able and willing to work with diverse staff and participants.
- Familiarity with and commitment to principles and practices of housing first, participant-centered care, harm reduction, and safeguarding participant confidentiality.
- Excellent organizational skills and able to self-motivate; able to work under pressure, address multiple priorities and meet deadlines with a positive attitude and problem-solving approach.
- Excellent written and verbal communication skills; proficient in Microsoft Office (Word, Excel, PowerPoint)

Written & Verbal Communication Skills

- Ability to read, analyze, and interpret common governmental, financial, and legal documents and reports and be compliant to governmental regulations.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to communicate clearly and problem solve with staff, residents, and community partners.

Physical Requirements

- Ability to sit, and use a computer mouse, keyboard, and monitor, for extended periods of time (3 - 5 hours per day).
- Ability to stoop, crouch, kneel, and/or crawl on occasion.
- Ability to lift and/or move objects weighing up to 40 pounds.

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Special Qualifications & Qualities (skills, abilities, licenses)

- Desire and commitment to work to end homelessness with individuals and within communities.
- Passion and desire to work with a dynamic organization and team.
- Self-starter who takes appropriate initiative, has excellent time management and organizational skills, is creative, has a sense of humor, and the ability to learn from mistakes.
- Dynamic, resourceful, flexible, kind, compassionate, understanding, and accountable.
- High level of awareness, sensitivity, and comfort working in a culturally and ethnically diverse work environment.

EQUAL OPPORTUNITY

At Homeward Bound we are committed to embracing diversity. All decisions regarding recruitment, hiring, promotion, assignment, training, termination, and other terms and conditions of employment will be made without regard to race, color, gender, religion, national origin, creed, ancestry, gender, sexual orientation, gender identity or expression, age disability, veteran status, political ideology, or any legally protected class. It has always been and continues to be Homeward Bound's policy that employees should be able to enjoy a work environment free from all forms of harassment and discrimination. We encourage applicants of diverse backgrounds to apply for any open position for which they feel qualified.

BACKGROUND CHECK(S)

Homeward Bound is committed to providing safe and productive working, learning, and living environments for our staff and clients. To achieve that goal, we conduct background investigations for all final candidates being considered for employment. Background checks may include, but are not limited to, criminal history, national sex offender search, and motor vehicle history.