



## JOB ANNOUNCEMENT

**Job Title:** Family Center Shelter Manager  
**Reports to:** Homeless Services Director  
**Hours:** Full Time, generally 9-6 M-F, flexibility will be required, rotating on-call responsibilities  
**Compensation:** \$43,000-\$51,000 (annually), depending on experience 100% paid Medical and Dental, AD&D, short and long term disability insurance, holidays and paid leave  
**Location:** East County

***Want to help make a difference?*** For more than 25 years, Human Solutions has been working to break the cycle of intergenerational poverty by empowering families and helping them build pathways out of poverty. Our comprehensive programs give people the skills and resources they need to be successful. Our programs include services for homeless families, eviction prevention, supportive services, employment services, energy assistance, and the development and operation of affordable housing.

Diversity, inclusion and equity are fundamental values for Human Solutions, both internally and externally. HSI has a Diversity Committee, which serves as a sounding board for new internal policies and procedures to make sure that we're taking into account diversity and inclusion. It also helps with diversity-related projects, such as staff diversity trainings, assessing our equity as an organization and developing an equity lens for our work.

Human Solutions is working to end homelessness and poverty in our community because everyone deserves a safe place to call home.

***What Human Solutions Can Offer You:*** We offer a comprehensive array of benefits in support of your physical, emotional and financial well-being. A few highlights:

- Employer paid premiums for employee health insurance.
- Generous paid time off, 10 paid holidays, a floating birthday holiday and the ability to maintain a great work/life balance.
- Employer paid premiums for short-term and long-term disability insurance and life insurance.
- Access to an employee assistance program.
- Flexible spending accounts for health and for dependent care.
- Professional development opportunities, including employee driven committees and monthly optional staff workshops.
- Access to wellness initiatives and resources including things such as walking groups, yoga classes at two office locations and workshops on stress management, self-care and healthy living.
- Opportunity to contribute to a 401k retirement plan.

## **SUMMARY**

Oversee all aspects of the Family Center serving homeless families. This program provides a safe day space, programming, and warm sleeping space for approximately 100-120 parents and children nightly, and supports an additional 30-40 families in hotels. Design, implement, and maintain programming for the Family Shelter and support work, policies, and procedures at the Women's Shelter. Manager will coordinate staffing, administrative, training, logistical, and facility support. Work closely with Homeless Services Director, Volunteer Coordinator, Women's Shelter Managers, shelter staff, Chief Program Officer, and clients to assess and evaluate capacity, efficacy, and impact. Help identify trends, opportunities, and challenges to Emergency Services and Human Solutions. Budget and work with funders to advocate for the needs of the center.

The Family Center Manager will set tone and expectations for an equitable and safe environment. Human Solutions expects that all staff treat guests and other staff members in a trauma-informed manner. Collaboration, empowerment, safety, choice, trustworthiness, and transparency are vital to operations and the Family Center Manager will work to ensure that the center operates with those core agency beliefs. A commitment to social justice work is imperative.

### **CRITICAL PERFORMANCE FACTORS:**

1. Ensure that the shelter is safe and welcoming to a broad diversity of people experiencing homelessness including people of all races, nationalities, languages, ages, abilities, sexual orientations, and gender identities.
2. In coordination with Human Solutions Development Department and Volunteer Coordinator, solicit food, blankets, bedding, and other needed items from the wider community, businesses, faith based and civic organizations for people utilizing the space.
3. Supervise, recruit, orient, train, and schedule staff and volunteers.
4. Schedule overnight staff to ensure that each staff person does not work more than 40 hours per week. Work to have on-call staff ready to fill in.
5. Facilitate each family in obtaining information about agencies that may be able to help them access housing or other services.
6. Assist with media events if requested by Human Solutions Executive Director or Development Department to raise awareness about the issue of homelessness and the work Human Solutions is doing to end it.
7. Refer families to other services provided by Human Solutions as appropriate, including but not limited to Rent Well classes, educational groups, housing, and employment support services.
8. Maintain accurate, complete, up-to-date documentation of service activities using Human Solutions procedures, forms and data reporting systems. Oversee data entry into ServicePoint. Submit paperwork in a timely manner. Compile service statistics as requested. Work with QA Department to ensure all data requirements are met.
9. Participate in and lead bi-monthly department staff meetings and all staff meetings.

10. Participate in community meetings as appropriate, including but not limited to shelter and interagency housing meetings.
11. Oversee staff doing housing work for families staying in the shelter, and coordinate with other housing managers to align services.
12. Schedule on-call workers to be available by telephone each night of operations in case back up consultation is needed by overnight shelter staff and perform this function approximately one third of the time.
13. Prepare the Center budget and advocate with funders when more funds are needed. Work with finance to approve expenditures.
14. Obtain bids for facility repairs as needed, work with property management to address short term and long term facility needs.
15. Work on RFPs and grants.
16. Other duties as assigned.

## **QUALIFICATIONS**

The successful candidate must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge and abilities required.

### Knowledge of:

- Recruitment, development, and retention of qualified staff
- Effective volunteer and donations solicitation techniques
- Social and economic issues creating poverty, working successfully with practices and techniques related to people with low income to achieve greater self-sufficiency
- Trauma informed care
- Community resources and agencies providing social services needed by the homeless population
- Facilities maintenance and issues specific to harboring and feeding large groups

### Ability to:

- Represent Human Solutions professionally, accurately and effectively in the community
- Plan and coordinate delivery of emergency services across multiple facilities
- Empower and support homeless and low income persons in life choices and change
- Work cooperatively with all volunteers and staff
- Develop and maintain productive working relationships within Human Solutions, with public and private agencies, the general public and clients.
- Be culturally sensitive to diverse client populations
- Provide supervision to staff
- Prepare and maintain clear, accurate, complete and timely records and reports
- Maintain strict confidentiality and professional boundaries with all households served
- Understand and follow complex written and oral instructions, rules and procedures
- Work independently while contributing as part of a team
- Secure and maintain reliable transportation and auto insurance at “100/300/100” and complete agency driver’s training
- Recruit, orient, and train volunteers as necessary
- Solicit donations as necessary

## **EDUCATION and/or EXPERIENCE**

- At least three years experience in a social service or resource development capacity.
- Minimum of two years experience with crisis intervention, community networking and/or resource development.
- Social services management experience required.
- Bilingual, bicultural preferred but not required.
- General computer, word processing and spreadsheet skills.
- At least two years supervising staff.

## **TRANSPORTATION**

To perform the job effectively and efficiently, the successful applicant needs a reliable automobile, current Driver's License and current automobile insurance carrying 100/300 limits of liability.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and talk or hear. The employee frequently is required to stand; walk; sit; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, and distance vision.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate. Employee will be on-site at the shelter for the majority of each day.

Animals are present in the Center.

## **TO APPLY**

Please send resume with cover letter and contact information for three professional references to: Emilie Friedman, Human Solutions, to [efriedman@humansolutions.org](mailto:efriedman@humansolutions.org). Letters of reference are not necessary, simply the names, job titles, relationship, and contact information of people who can provide a professional reference. This position is open until filled. Please no phone calls.