

Catholic Social Services Job Description

TITLE: Program Manager
PROGRAM: Brother Francis Shelter
STATUS: Full-time / salaried / exempt
SUPERVISED BY: Program Director
CREATED: 4/9/16

Job Summary: Supervises the daily facility operations of the Brother Francis Shelter during the evenings. The operation encompasses services 24 hours a day, seven days a week, serving up to 240 guests nightly at the main shelter, and additional guests at overflow locations in winter months. This position is also responsible for the direct supervision of frontline staff.

QUALIFICATIONS:

Competencies: Must be able to maintain program/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 and desire to work with a variety of people to carry out the mission and purpose of the program. Ability to provide supervision and be a team member with program staff, agency personnel, and community service providers. Ability to work with and advocate for the homeless. Ability to handle crisis situations with minimum supervision. Excellent interpersonal skills required. Ability to work alone or as part of a team. Commitment to provide services in a manner that is welcoming and appropriate to the special needs of those affected by trauma.

Education /Experience: Bachelor's degree in social work, sociology, psychology, counseling, business, or a related field. One year relevant work experience with supervisory and management duties required.

Skills Required: Committed to collaboration and shared decision-making is a key part of leadership style. Desire to work with a variety of people, situations, and challenges to carry out the mission and purpose of the program. Demonstrated leadership, dependability, flexibility, and initiative. Must react effectively in crowded and stressful situations. Ability to provide supervision and training to guest volunteers, interact 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. Logistics skills in order to facilitate smooth operations of the shelter.

DUTIES & RESPONSIBILITIES

Trauma Informed Services

- Strategize, in conjunction with other staff, the plan to have a trauma-informed approach to service delivery at Brother Francis Shelter.
- 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.

Supervision

- Direct supervision of evening 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 when necessary.
- Ensure shift staff is trained in effectively identifying and addressing client needs.
- Ensure personnel are informed of and adhere to all CSS/BFS policies, as well as Department of Labor regulations.
- Assist program director with developing, organizing and maintaining job descriptions and define the role of program staff.
- Ensure budget is adhered to for hours worked; complete payroll bi-weekly.
- In conjunction with Program Director, ensure appropriate interactions between in-house and staff.
- Coordinate staff meetings.

Program Services/Administration

- In conjunction with the Program Director and morning Program Manager, evaluate, revise and implement program policies and procedures.
- Under the direction of the Program Director, act as liaison with Anchorage Police Department and Anchorage Safety Center.
- Review and forward Critical Incident Reports as necessary. Provide stats as requested.
- 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 client issues such as guests appealing time out.
- Ensure monthly guest survey is completed.
- Ensure annual re-registration is complete.
- Immediately report serious personnel, shelter, or media incidents to director.
- Other duties as assigned

Physical Requirements: Ability to lift 20 pounds.

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

Training Requirements: Agency and department 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: _____