



<b>Reports to</b>	Resource Center Director	<b>Position Status</b>	Full-Time, 40 hrs
<b>Salary Range</b>	\$22.00/hour, DOE	<b>Location</b>	MRC, GMRC
<b>EEO Class</b>	First/Mid Level Officials and Managers	<b>FLSA Status</b>	Exempt
<b>Shift</b>	40 hours/week		

## Job Summary

The Housing Advocate Manager will be responsible for the overall administration of the Resource Center shelter program, serving single men and women experiencing homelessness. The Manager will provide leadership for the day to day operation of the facility and program accountability to ensure service goals are met or exceeded. The Manager will ensure appropriate staffing levels for 24-hour staff coverage, and for meeting shelter licensing requirements. This individual will ensure shelter activities such as mail access, property storage, client check-ins, security screenings, bed management, incident response, and other duties within established procedures and service delivery strategies.

Program management will focus on Housing First services to individuals who are experiencing homelessness, as well as infusing Trauma-Informed Care practices into the program. Programs will focus on assisting clients in obtaining and maintaining housing, as well as addressing the underlying causes of a household's homelessness. Additionally, the Manager will play a key role in ensuring the Resource Center operates with a focus on equity, anti-racism, and diversity in serving guests from a variety of backgrounds. Working with the Shelter Director, Program Improvement Specialist, Director of Innovation, and others, the Manager will lead the Resource Center's efforts to continually assess shelter services for unconscious bias, implement new strategies and practices that champion equity and inclusion, monitor guest demographic statistics and tailor programming based on over-represented populations, and assist in developing trainings for staff.

This passionate self starter will support creativity and problem solving with staff and clients. The Supervisor will help streamline programs that end homelessness as quickly as possible for every individual we serve. The Supervisor will value and seek opportunities for input from clients and staff. The Manager will be a model for ethical, fair, competent and professional values, service delivery and client relations, including supportive and appropriate individual services to clients, client rights, confidentiality and boundaries, respect for personal dignity, worth and privacy of clients, the self-determination of clients in relation to their needs, problems, goals and interests.

## Job Duties

### **Program Management, Coordination, and Development:**

- Oversee all day-to-day frontline shelter operations to ensure success of the program in meeting the needs of single men experiencing homelessness.
- Lead efforts to continually assess areas for improvement with equity, anti-racism, and diversity among shelter operations, identifying and implementing new practices as needed
- Work closely with the other departments in our agency as well as onsite and other community partners to develop and coordinate client services.
- Keep abreast of federal and local changes regarding homeless services, housing services and shelter as well as new and emerging best practices and research.
- Infuse Trauma-Informed Care into client services.
- Carry out administrative duties including reports, collection of data, and development of resources, and documentation for timecards.
- Serve as an integral part of The Road Home's leadership team, providing feedback on staff and guest concerns and workshopping ways to enhance the services provided to guests.
- Assist in maintaining a clean and safe facility for both guests and staff. Identify and communicate building and staff needs to Director.
- Identify and share resources provided in the community that may best serve our guests' needs.

### **Staff Management:**

- Direct and supervise three Shift Supervisors (Day, Swing, and Grave shifts), each of which is responsible for a team of Housing Advocates.
- Provide 24/7 support for the Housing Advocate teams as required.
- Ensure highest quality of data entry and reporting.
- Support staff development and coaching.
- Lead daily shift changes and other meetings as required or desirable.

## Education and Experience

- Bachelor's degree from an accredited college or university or equivalent experience in Social Work or other related field preferred.
- At least one year of supervisory experience required, three years or more preferred.
- Minimum of one year of experience working with homeless or low-income populations required.
- Knowledge of homeless or severely at-risk populations.
- Knowledge and experience of administrative duties including project management, supervision of a diverse staff, reporting and presentation, computer fluency and organizational skills.

## Skills and Requirements

1. Demonstrate awareness of, and sensitivity to, diverse populations. Ability to contribute to the Agency's commitment to enhancing awareness and appreciation of diverse ethnic and culture heritages are particularly valued.
2. High degree of commitment, authenticity, and integrity.
3. Proven leadership and management skills in a complex and dynamic human services environment.
4. Extensive knowledge of homeless populations and the practice of Housing First.
5. Experience associated with current trends in trauma-informed care, harm reduction and recovery principles and standards of care, and strengths-based case management.
6. Knowledge of mainstream resource programs.
7. Current State Licensure is a plus.
8. Must pass a pre-employment drug screen and background check.
9. Must be licensed to drive a vehicle and be insurable under the agency insurance policy.

## Physical and Equipment Requirements

Ability to lift 25 pounds

Ability to stand and/or walk for an hour or more at a time

## Instructions to Apply

To apply, email your resume to [resumes@theroadhome.org](mailto:resumes@theroadhome.org) and include the job title ***Housing Advocate Manager*** in the subject line.

***The Road Home is an Equal Opportunity Employer***