



SENIOR MANAGER: Homelessness Services Job Description

Purpose:

Manage and provide leadership to a team that delivers direct care services that reduce barriers, rebuild lives, and ultimately end homelessness for adult clients. Responsible for operation of the I-HELP Shelter Program and Oasis Drop-In Center, including liaising with a vast network of faith and community-based partners that provide shelter and food resources. Works with TCAA leadership to inform, shape, expand, and guide the agency's strategies to alleviate homelessness in Tempe.

Essential Functions:

Duties may include, but are not limited to, the following:

- Manages day-to-day operations of the Oasis Drop-In Center and I-HELP Shelter by ensuring quality client care, excellent customer service, well trained and professional staff and a safe and clean environment.
- Schedules and directs staff, assigns and evaluates work, and provides supervision, direction, and encouragement. Conducts personnel actions in accordance with agency policies and procedures.
- Provides ongoing training to ensure staff and volunteers are knowledgeable and capable in shelter operations and program policies and procedures.
- Develops, manages and disseminates work schedules and activity calendars. Distributes caseloads thoughtfully to best meet client needs.
- Takes initiative to address unforeseen challenges and opportunities.
- Works within the management team to secure the necessary resources for program operations.
- Directs delivery of comprehensive housing-focused case management services to clients; fostering individualized strategies that rapidly and effectively transition clients from homelessness to permanent/stable housing.
- Adheres to agency policies and procedures to ensure compliance, safety, and consistency among staff and client actions.
- Meets with clients to answer questions, de-escalate situations, and settle grievances. Directs and demonstrates professionalism, compassion, and sensitivity in all interactions.
- Sets and maintains appropriate boundaries, ensures HIPAA compliance and confidentiality in all communications.
- Monitors overall shelter environment, including meal service, for quality and safety.
- Serves as point of contact with external stakeholders including but not limited to police officers, probation, parole, local government, and community partners.
- Seeks and manages opportunities to increase our impact on homelessness in Tempe.
- Responds to after-hours emergencies.
- Performs day-to-day administrative duties.
- Maintains familiarity with fund source requirements and supports and guides the program to accomplish intended objectives.
- Maintains and submits timely and accurate program records and written reports. Ensures case notes are accurate and timely.
- Carefully tracks and manages program expenses to align with approved budgets.
- Conducts outreach and presentations to promote awareness of TCAA and the I-HELP program.
- Other duties as assigned.

Qualifications/Experience:

- Bachelor's degree in human services or related field. Master's degree preferred.



- 2+ years' experience supervision or management in shelter operations
- Minimum of two years case management or social work experience
- Experience, familiarity or certification with SPDAT assessment tool and HMIS
- Prior experience supervising volunteers
- Bilingual English/Spanish preferred

Proficiencies

- Demonstrated ability to make tough decisions and exercise sound judgment in difficult and crisis situations
- Proven ability to effectively plan, implement, evaluate, and improve or expand programs
- Requires a working knowledge of the target populations and innovative local and national practices to end homelessness
- Ability to forge strong relationships and build trust with colleagues, outside agencies vendors, contractors and campus partners
- Commitment to a solution-focused work environment and the clear intention to house clients.
- Strong organizational and time-management skills, displays agility while working on several tasks with competing deadlines, and remains flexible and responsive
- Knowledge of social service, behavioral health and housing networks for persons experiencing homelessness, knowledge of landlord/tenant laws
- Ability to effectively analyze situations quickly, apply sound judgment, and resolve conflict
- Exemplary customer service skills. Proven ability to maintain a compassionate, respectful, and professional demeanor in all interactions with the public
- Effective interpersonal communications skills, ability to build rapport with others. Intrinsic motivation and ability to work with minimal supervision
- Excellent written and oral communication skills including writing procedures and reports, delivering presentations, etc.
- Computer literacy (Microsoft Office and web-based data management systems)

License/Certifications:

- Arizona Driver's License, insurance, clean driving record, and a vehicle to use in performance of job
- HMIS Training, Coordinated Assessment Certificate or ability to obtain upon hiring
- Level One Fingerprint Clearance or ability to obtain upon hiring
- CPR/FA Certificate or ability to obtain upon hiring

Status:

Full-time / Exempt, 40 hours/week, some evenings and weekends required

Benefits:

TCAA is committed to providing a robust additional benefit package to complement compensation. This package includes paid holidays, vacation and sick time accrual that increases with tenure, as well as medical, dental and vision insurance, life insurance, disability benefits, Health Savings Account, Employee Assistance Program, telemedicine, and retirement. Additionally, TCAA pays 100% of employee premium for medical insurance.

TCAA is an Equal Opportunity Employer