



## Homeless Services

### IW Homeless Services Operations Manager

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|--|---|------------------------------------|
| <b>Title:</b><br>Operations Manager                  | <b>Date Open:</b><br>8/19/22                | <b>Date Closed:</b><br>Til filled  |
| <b>Program:</b> Homeless Services<br>Navigation Team | <b>Reports to:</b> IWHS Program Coordinator |                                    |
| <b>Hours:</b><br>35 hours/week                       | <b>Minimum Commitment:</b><br>2 year        | <b>Salary:</b><br>\$44,590.00/year |

#### Purpose of Position

The position of the IW HS Operations Manager exists to ensure the shelter can function with stability, efficiency, effectiveness, and stronger support of front line staff. Additionally, this position will coordinate, create, and maintain systems for all required data collection and funding expectations of the Interfaith Works Homeless Services Program.

#### Essential Duties

1. Maintain Positive Navigation Team and Partner Relationships
  - a. Actively work to build rapport and relationships with coworkers.
  - b. Responsible for schedule monitoring, schedule accountability, maintaining program calendars, and updating meeting schedules.
  - c. Be responsive to communication, transparent about your work, and keep staff informed of relevant procedures, operations and strategic information.
  - d. Attend weekly managers' meetings, subprogram ops meetings, and lead meetings. Facilitate meetings as necessary.
  - e. Engage in cross training with other managers and staff to ensure a clear understanding of all systems and programs we operate.
  - f. Direct and provide administrative support to the Navigation Team and its subprograms.
  - g. Be available to fill in for navigators when necessary.
  - h. Responsible for the management of incidences of injury, emergency or policy violation including disciplinary and reporting responsibilities as emergencies occur.
  - i. Collaborate with the Navigation Team Supervisor to provide productive feedback for staff supervision hours.
  - j. Responsible for performing evaluations of staff alongside the Navigation Team Supervisor. .
  - k. Identify and improve operations and staff related policy and procedure.
2. Maintain Sound Organizational Practices
  - a. Implement data collection systems that meet funding and program requirements. Maintain necessary tracking records for grant compliance.
  - b. Assist in data collection and ensure quality data standards are met.
  - c. Train team in data collection standards and case management software.
  - d. Collaborate with the Shelter Operations Manager in maintaining paperwork standards and tracking systems.
  - e. Assist in preparation for scheduled audits and reviews.
  - f. Maintain familiarity with funding requirements and updates under the direction of HS Program Coordinator.
  - g. Organize and maintain all physical client files and general admin office organization on a regular basis.
  - h. Authorize and certify timesheets for staff.
  - i. Prepare and maintain a program budget with the Business & Administrative Manager and Navigation Team Supervisor.

- j. Be willing to take on additional tasks/projects to streamline and improve systems and implementation.
- k. Other duties as assigned
- 3. Maintain Positive Guest Relationships
  - a. Actively build rapport and relationships with our guests.
  - b. Field all guest and staff grievances and respond appropriately and in a timely manner in accordance with IW policy and procedure. Elevate concerns as needed.
  - c. Collaborate with the Navigation Team Supervisor and Team Leads to assign case loads.
  - d. Manage the Navigation Team hotline number and voicemails. Provide timely and professional response to calls and inquiries.
- 4. Community Outreach
  - a. Attend weekly meetings with partner providers. Maintain professional relationships with collaborating entities, including but not limited to Providence, LIHI, Multicare, etc.
  - b. Respond to community member inquiries/concerns appropriately, in a timely manner and in collaboration with the other Managers and the Director.
  - c. Always publicly represent the program and its history accurately, with respect to the many community partners we interface with.
  - d. Update Navigation Team-related information to partner providers through the weekly GROWL meeting, updating the IW website, and social media.
- 5. Additional Administrative Support
  - a. Train new navigators on organizational processes and resources. Conduct onboarding of new team hires.
  - b. Strategize on the collection of necessary data under the direction of the Navigation Team Supervisor and HS Program Coordinator.
  - c. Provide reports on Homeless Services activities as requested.
  - d. Stay current on applicable laws and regulations as well as the internal policies and procedures of Interfaith Works.
- 6. Perform additional administrative duties as needed.

## **Job Skills Needed**

1. Support and uphold the mission, vision and philosophical foundation of the IW Homeless Services Program.
2. Demonstrates the necessary attitudes, knowledge, skills, willingness and self-awareness to deliver culturally humble services and work effectively in multicultural situations. This includes addressing and interrupting oppression in all forms on an ongoing basis.
3. Ability to follow through with job commitment, be reliable, communicative, and consistent.
4. Previous operations or administrative experience, preferably in a social service/non-profit preferred.
5. 2 years experience in direct service and community organizing; personal experience and understanding of homeless, physical, mental and substance use related health service systems may be substituted.
6. Experience and clear understanding of basic online, social media and word processing programs including Google Suite, Microsoft Word, Excel, Powerpoint and Facebook.
7. Ability to work effectively with IW guests, navigators, and support staff who all display a varying range of social behaviors and require high levels of emotional support.
8. Ability to communicate and work effectively with diverse populations.
9. Must be able to think on your feet in a fast paced, stressful environment. Be willing and able to make sound judgments without onsite supervision.
10. Must be a good communicator, good listener, and maintain excellent patience within a hectic organizational environment.
11. Must work well with others in close teams of two or three other managers, staff, and volunteers.
12. Ability to meet our guests, neighbors, staff, volunteers, politicians, law enforcement, service providers and the community as a whole, "where they're at" without judgment or prejudice regardless of the circumstance.
13. Flexibility, creativity, and resourcefulness are necessary skills to have in this job.
14. Ability to prioritize self preservation, have good boundaries, have a good sense of humor, organizational skills and an ability to roll with the punches within a very hectic environment are key qualities that we are looking for in a new manager.
15. Have access to reliable transportation and be able to arrive on time each day.
16. Be able to meet deadlines and effectively prioritize time and tasks within a flexible and self directed schedule.
17. Applicant must successfully pass required background checks prior to an offer of employment.
18. The above responsibilities and qualifications are in addition to the general expectations of all IW homeless service program staff.