

HOME IS THE FOUNDATION

JOB POSTING

HOMELESS SERVICES MANAGER

Department: Homeless Services

Date: February 5, 2018

Reports to: Executive Director

Classification: Exempt

Basic Function:

Provides Case Management and manages the HIT Foundation Homeless Services program including the 24/7 operations of the Homeless Shelter.

Essential Duties and Responsibilities:

- **Case Management:**
 - Ensures effective and timely case management is provided to Homeless Services Clients, both in and out of Shelter (as appropriate).
 - Documents case management activities in accordance with State/Federal guidance.
 - Ensures consistency, accuracy and timeliness of reporting, including internal and external reports, HMIS, etc.

- **Ensures a high level of Client care in Shelter:**

Ensure Shelter Staff are providing:

 - A safe, secure and clean environment, in accordance with published State and Federal requirements (including OSHA).
 - Basic needs – food and drinks, personal hygiene opportunities, etc.
 - Assistance with basic tasks such as laundry, etc.
 - An atmosphere of respect and dignity for our Clients.

- **Ensures Shelter security, order and maintenance:** Ensures Shelter Staff are:
 - Providing oversight to ensure Clients follow Shelter rules.
 - Oversee any Client group and/or individual activities, such as meals, taking medications, using computers, Client interaction, etc.
 - Following all security procedures including searches and use of metal detector.
 - Ensuring Clients keep to the Shelter daily schedule.
 - Following procedures as provided in the Shelter Policies and Procedures.
 - Promptly reporting and addressing Shelter maintenance issues.

- **Policies and Procedures:**
 - Develop and maintain Shelter Policies and Procedures, keeping them updated based on state and federal guidance as well as guidance from the Executive Director, Homeless Services Committee and Board of Directors.
 - Ensure Shelter Staff are fully trained as policies and procedures are updated.

- **Supervision:**
 - Supervises a Shelter Staff of approximately 8 full and part-time employees.
 - Maintains a high level of Client customer service and Shelter operations by coaching, counseling and disciplining employees; resolving issues and appraising employee performance.
 - Maintains inter- and intradepartmental morale by fostering a spirit of cooperation.

- **General:**
 - Responsible for parts of Shelter budget as determined with the Executive Director.
 - Maintains professional and technical knowledge by attending educational workshops; reviewing state/federal publications and guidance; establishing personal networks; participating in educational opportunities.
 - Carry out special projects and all other additional duties as assigned.
 - Performs public relations functions, representing the HIT Foundation concerning Homeless Services operations.

To apply for this position:

Submit Resume to: bill@hitfoundation.org

Or mail/drop off: **HIT Foundation**
111 W. Somers Street
Eaton, OH 45320