



Job Title: Manager, Family Emergency Shelter
Supervisor: Director of Emergency Shelters
Classification: Exempt
Salary Range: \$50,000-\$65,000

About UMOM New Day Centers:

Founded in 1964, UMOM is Arizona’s largest provider of services for families experiencing homelessness. Our mission is to prevent and end homelessness using innovative strategies and housing solutions that meet the unique needs of each family and individual. With an annual operating budget of 22 million dollars, UMOM provides shelter, housing, and supportive services to youth, families, and individuals experiencing homelessness in Maricopa County. UMOM serves just over 12,000 unique individuals across all our services annually, including those families receiving support at the Family Housing Hub.

Position Description:

The Manager of Family Emergency Shelter is responsible for managing the case management and operations of UMOM's family shelter program. This position is responsible for implementing best practices of shelter programming in alignment with our housing and income-based strategies for ending homelessness. This position is responsible for the direct supervision of the Housing Case Management team. The Manager will work in close collaboration with the Director of Emergency Shelters to align the direction of the shelter program with UMOM's strategic plan and long-term vision.

Essential Duties and Responsibilities:

Program Management

- Manage the daily operations of UMOM's emergency shelter program for families; including housing-based case management, basic needs, health and safety, and monitoring census.
- Oversee the entire client experience including intake process, case management model, and exit planning.
- Lead weekly staff meetings with case management team to address client barriers, build effective case plans, design exit plans, and create an environment of peer-to-peer learning.
- Review all incident reports, violations, and grievances from participants then respond accordingly based on policies.
- Develop, implement, and maintain policies and processes related to the emergency shelter program.
- Align case management efforts to support UMOM's strategy around housing + income = ending homelessness.

Data Driven & Outcomes Oriented Approach to Impact

- Implement workflows and case management model to maximize efficiency, effectiveness, and consistency of impact in alignment with identified goals for program.
- Audit client files to ensure program model is being adhered to and utilize as a teaching tool for staff.
- Monitor standards related to the importance of data quality, data completeness, data timeliness, and touchpoint audits.
- Conduct on-going evaluation of all program activities utilizing ETO, HMIS, and other relevant databases.
- Provide reports, summaries, and documentation as needed.

Shelter Operations

Effective: 1/12/2020

- Ensure that all contractual programmatic and reporting requirements are met on a consistent basis.
- Serve as the point of contact for subcontractors and community partners related to the shelter programming.
- Monitor and review program budgets monthly.

Supervision & Leadership

- Supervise staff; including training, direction of work, appraisal of productivity and efficiency, delivery of feedback and coaching, and disciplinary action, if required,
- Provide clinical guidance to staff as needed, including emergency and crises situations, and maintain on-call access to team.
- Act on behalf of the Director of Emergency Shelters upon request.

Qualification and Competency Requirements:

Experience and Education:

- Bachelor's degree required; Master's degree preferred
- Minimum 5 years of professional experience, with at least 3 years of experience in relevant roles (e.g. shelter operations, homeless services, non-profits, operations management, and/or community-based organization positions)
- Minimum of 3 years of supervisory experience
- Knowledge of non-profit/social sector; experience working with underserved or disadvantaged populations is preferred.
- Knowledge of domestic violence, child welfare, substance abuse, mental health and human trafficking is a plus.
- Ability to develop strong relationships within a fast-paced, collaborative setting that values diverse opinions; enthusiasm for helping drive change as UMOM becomes a more data-driven organization

Computer skills:

- Proficiency with applications including Microsoft Word, Excel, Power Point, and Outlook

Compliance:

- Valid Level One Fingerprint Clearance Card or the ability to obtain one
- Valid AZ driver's license and a driving record that falls within UMOM's policy
- 100/300 level of car insurance coverage (mileage reimbursement available)

Additional Attributes:

- High level of attention to detail and ability to multitask
- Ability to exercise excellent independent judgment and ownership of decisions
- Ability to work independently and self-manage to achieve goals while being a strong team player
- Ability to organize, meet deadlines and prioritize appropriately
- Excellent communication skills (both interpersonal and written)
- Willingness to learn and implement best practices in the field
- Willingness to embrace and actively support UMOM's core values