



Homeless Services Center Rebele Family Shelter Program Manager

Reports to: Assistant Director of Programs

Homeless Services Center (HSC) partners with individuals and families to create pathways out of their homelessness into permanent housing. HSC is a leader in working to end homelessness – and we want you to be part of our team. HSC is looking for individuals eager to make a difference and willing to enthusiastically commit to join in our vision that homelessness in Santa Cruz County should be rare, brief and non-recurring.

Job Description

Homeless Services Center is a changing organization and is looking for someone who is eager to make a difference, and is willing to enthusiastically commit to join in our organization's goal of ending homelessness and empowering our participants.

The Rebele Family Shelter (RFS) Program Manager performs direct client assessment, linking children and families to needed services, empowerment based goal setting, and advocacy of children and families. This position requires someone who is energetic, programmatically creative, and can act as a leader for the RFS program team. Desirable qualifications are attention to detail, effective communication, flexibility and good problem solving skills. The RFS Program Manager works a flexible schedule and works effectively with a diverse population.

Job Duties:

- Oversee the housing status, assessment, arrival and departure of up to 28 families staying at the Rebele Family Shelter
- Facilitate residents' use of the services of other programs, agencies, and organizations
- Assist clients in obtaining any and all public benefits for which they are eligible
- Participate in eligibility process through screening and selection of residents
- Perform intake interviews, assessments, and assist participants in developing individual case plans
- Participate in the planning and providing of educational/informational groups for residents
- Interact with any volunteers by providing leadership, support, and positive role modeling
- Develop and maintain accurate written case records including intake, assessment, ongoing case plan, and progress notes
- Meet all administrative requirements including recordkeeping, HMIS, staff meetings, etc.
- Maintain confidentiality and treat participants with dignity and respect at all times

Qualifications:

- 3-5 years' experience in providing direct social services to disenfranchised communities
- Master's degree preferred. Bachelor's degree in related field or equivalent work experience required
- Bilingual Spanish required
- Experience interacting and engaging with couples, families and children in a shelter environment
- Desire and ability to meet people where they are at and create an environment that nurtures mutually respectful, empowering relationships
- Ability to develop most case plans and specialized casework services with considerable independence, perform evaluation and assessment duties
- Demonstrates sensitivity to, and knowledge of, the needs of homeless individuals

- Ability to communicate effectively and respectfully with people coming from diverse lifestyles, background, racial and cultural groups.
- Knowledge and practice of motivational interviewing and trauma-informed services
- Ability to collaborate internally with other departments and teams within HSC, and externally with community agencies, public social services, and assistance programs
- Acquaintance with and ability to work with domestic violence issues through direct services or referral to assistance programs
- Experience with mentally and physically disabled populations
- Experience with children and child development
- Ability to deal effectively and constructively with emotionally charged situations between individuals and within groups
- Demonstrated conflict de-escalation and conflict resolution skills a must
- Proficiency in Microsoft Office Suite including comfort in using Word and Excel and confidential database use such as HMIS or equivalent.

Hours:

This is a full time, salaried, benefited, exempt position. Occasional evenings and weekends required. Health Insurance and PTO benefits begin after 90-day introductory period. Retirement benefits begin upon first day of employment.

To Apply:

Please email a cover letter and resume to the attention of Human Resources at recruiter@santacruzpsc.org. No phone calls or faxes. HSC is an Equal Opportunity Employer.

Please apply via email or in person with cover letter and resume.