

Reports to Director of Services

Safe Haven Manager

SUMMARY OF PRIMARY FUNCTION

Under the direction of the Porchlight Director of Services, the Manager provides on-site supervision of the day-to-day operations of the Safe Haven program. The Manager has primary responsibility for guests receiving appropriate assistance at Safe Haven, including meeting their basic needs and learning how to make the best use of community resources and agencies.

ESSENTIAL RESPONSIBILITIES/DUTIES

1. Provides on-site supervision of staff and program. Supervises Shelter Case Managers, Crisis Stabilization Program Manager, and custodians. Works closely with employees to identify and work toward employment/performance goals.
2. Monitors the condition of Safe Haven facilities and supervises requests for maintenance and supply orders.
3. Communicates with the Porchlight Kitchen Director regarding the Safe Haven meal program.
4. Completes monthly staff schedule. Promptly enters and approves payroll.
5. Coordinates and tracks required training for staff providing Crisis Stabilization services.
6. Facilitates the weekly Safe Haven staff meeting. Ensures all necessary issues are covered.
7. Reviews incidents and makes final decisions on suspensions and other disciplinary actions. Responds to resident and guest grievances, appeals, and requests for reinstatement.
8. Attends monthly Porchlight Management Team meetings.
9. Participates in agency-level strategic planning, including initiatives to improve programming across Porchlight.
10. Represents Safe Haven on the Shelter Providers Committee of the Homeless Services Consortium of Dane County (HSC). Sits on other HSC committee(s) and/or the HSC Board of Directors as assigned.
11. Reviews and maintains staff training manual. Updates and improves manual as appropriate.
12. Creates and revises Safe Haven policies and procedures to be reviewed by the Director of Services and Executive Director. Evaluates the efficacy of existing policies and procedures.
13. Reviews annual Safe Haven program budget and makes suggestions to the Director of Finance.
14. Tracks Porchlight housing applications for drop-in guests. Communicates with the Director of Housing to maintain the waiting list for housing at Safe Haven.
15. Tracks and reports services utilized by drop-in guests and residents. Responds to requests for additional information/statistics as necessary.
16. Provides direct services to guests, including completing new client intakes, assessing individual needs, referring clients to appropriate services in the community, and providing education and support to find housing.

17. Carries a small caseload of Safe Haven residents and/or drop-in guests, providing individualized and intensive support, including goal setting and assistance with enrolling in appropriate benefits and services.
18. Provides Crisis Stabilization services to individuals in crisis resulting from mental health symptoms or alcohol or drug abuse.
19. Reads Safe Haven staff documents each shift, including logs, incident reports, and client files. Contributes when necessary. Maintains case notes on guests.
20. Assists guests in resolving conflicts. Develops rapport with guests based on mutual respect and utilizing active listening skills.
21. Monitors the behavior of shelter guests and takes steps to stop undesirable behaviors. Maintains order and calls for help as appropriate. Reports incidents accurately and objectively.
22. Enforces all Safe Haven policies, procedures, and rules.
23. Works open shifts at Safe Haven that are not filled, works when other staff do not show up for a shift, and is available on call via cell phone for staff concerns/emergencies.
24. Works regular desk shifts at Safe Haven including some weekends, and evenings until 7:00pm.
25. Performs other duties and takes on other responsibilities as requested by Director of Services.

Teamwork & Collaboration:

1. Works in collaboration with program and all other agency staff to facilitate a team environment.
2. Demonstrates and models effective communication skills in building relationships with all clients and employees.
3. Creates good working relationships with other service providers.
4. Participates in the development and implementation of Porchlight's strategic plan.

Porchlight Values & Culture:

1. Treats all clients, employees, and visitors with caring, kindness, respect, and dignity.
2. Helps to create an environment that values and appreciates diversity.
3. Adheres to all Porchlight policies, procedures, code of conduct, and attendance rules.
4. Maintains strict confidentiality of all information.
5. Adheres to Porchlight policies in the use of computer technology and tele-communications devices.
6. Conducts self within appropriate and expected professional boundaries and policies.

QUALIFICATIONS

1. Bachelor's Degree in Social Work or closely related field required. Masters desired.
2. Experience working in a nonprofit social service agency. Supervisory experience desired.
3. Desire to work with a diverse population of individuals with different strengths and barriers. Sincere respect for individuals experiencing sheltered and unsheltered homelessness.
4. Ability to motivate and obtain willing cooperation from others.
5. Team orientation with respect for others. High ethical standards.
6. Proficiency in Microsoft Word, Excel, Outlook, and Teams. Ability to adapt to new technology.