



Job Title: Interim Housing Program Manager

Location: 241 Arch St., New Britain, CT

Schedule: Monday- Friday, 40 hours, flexibility required to meet program needs

Type: Exempt, full-time, salaried; range starts at \$54,080.00

Reports to: Director of Programs

Job Purpose: The Interim Housing Program Manager is responsible for the scheduling and supervision of Residential Operations Supervisors and Shelter Managers; coordination and management of the daily operations of the shelter; oversight and monitoring of Tomasso Community Kitchen; and maintaining operational oversight of a low-barrier emergency shelter, community kitchen, and transitional living program.

Duties and Responsibilities:

- Instill the mission of the FSC in your daily work: “Our work is love made visible”;
- Provide training and supervision to Residential Operations Supervisors and Kitchen Leads weekly, providing follow-up and between-meeting contact to facilitate professional development and cohesive communication;
- Work as a team with cross-departmental Agency Leadership to ensure unity and collaboration in reaching goals and accomplishing tasks;
- Assist with the development of building and safety protocols within the shelter and document any concerns or changes that need to be made with FSC Leadership.;
- Provide a supportive, encouraging environment that facilitates employee performance, and demonstrate effective management techniques, using corrective action as necessary;
- Run and complete monthly reports for HMIS, funders, and at the discretion of the Director of Programs;
- Receive and timely review all resident incident reports submitted, providing training to staff when needed to mitigate/eliminate any ongoing operational issues;
- Ensure clients are complying with program guidelines and procedures, directly and indirectly through the coaching of Shelter Managers, Residential Operations Supervisors, and Kitchen Leads;
- Deliver services, and ensure services are delivered, with Client-Centered, Harm Reduction, and Trauma Informed Care approaches embraced;
- Designate and/or assist in keeping all assigned areas clean and free of spills, trash, and safety hazards; meal preparation, room cleanings, and house laundry; and daily safety checks to assess safety concerns and get updated status of households;
- Provide immediate and professional response to any security/safety emergency or disturbance within or immediately outside the facility;
- Approve payroll, attendance, and time off for all direct reports;
- Attend staff meetings and trainings as directed;
- Ensure adherence to any existing Collective Bargaining Agreements (CBA) in place;
- Represent Friendship Service Center, Inc to the public in a professional manner;



Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice at the discretion of the employer.

Minimum Experience/Training:

- Bachelor's degree in Human Services preferred;
- At least two years of experience in case management service provision working in an emergency shelter or transitional housing program required;
- Leadership/supervisory experience and skill to manage staff effectively required;
- Excellent oral and written communication skills, including computer proficiency and knowledge of Google Suite required.
- HMIS user experience required.

Essential Skills, Qualifications and Requirements:

- Community: Staff is a dependable team player within their department, across departments, and with community colleagues; consistently at work and on time, reports to all scheduled shifts; follows instructions, responds to management direction; staff's communication style invites collaboration;
- Initiative: Staff is proactive in identifying and resolving issues, versus leaving them for someone else; staff is solution-focused, and takes pride in their work; able to oversee day-to-day operations of self and a team, staying ahead of deadlines and maintaining productive time-keeping for self and others; solicits feedback to improve personal performance, and completes tasks in a timely and accurate manner;
- Accountability: Staff acts with integrity and practices ethical decision-making; takes responsibility for mistakes instead of making excuses, and uses challenging experiences as opportunities to improve; able to navigate hard conversations with staff, participants, and peers with respect;
- Creativity: Staff is flexible, and engages in outside-of-the-box thinking to ensure work is completed and good decisions are made; open, accountable, and able to work with individuals from various backgrounds and at different skill levels; able to multitask and manage crises;

Physical Requirements: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties below:

- The physical ability to travel to assigned locations, stand, stoop, bend, reach, pull, push, lift, grasp, climb, talk, see, hear and perform basic and light home maintenance activities, and operate office equipment.
- The physical ability to move and lift light objects up to 30 pounds such as mail, supplies, files, and equipment.
- The ability to operate office equipment requiring continuous/repetitive hand/arm movements.
- The ability to remain in a sitting position for extended periods of time.