



As a collaborative of congregations united in action, we create homes and advance equitable housing.

Shelter Program Manager

The Organization

Beacon Interfaith Housing Collaborative has a vision that 'all people have a home'. We are a collaborative of congregations who together build affordable and supportive housing, shelter families, and organize to impact housing policy. Beacon is a unique organization – an experienced nonprofit housing developer leveraging the power of congregations to create the public will needed to build and sustain affordable housing. Our focus is on households who make less than \$25,000 a year, and those who are experiencing homelessness.

The Beacon administrative office is located on University Ave & 280 (along the Metro Green Line), convenient to both Minneapolis and St. Paul. Our Families Moving Forward (FMF) shelter program has two locations - one in Hennepin County and one serving Scott and Carver Counties. The FMF Hennepin Program Center is located on Emerson Avenue North in Minneapolis. The FMF Southwest Program Center is located in the Shepherd of the Hill Presbyterian Church in Chaska. For more information, check out www.beaconinterfaith.org.

The Position

Our Families Moving Forward program provides emergency shelter and services to families experiencing homelessness. The Program Manager is responsible for program success; ensuring that shelter guests and program participants receive quality services, meet programmatic outcomes, operate within the program budget and ensure funding compliance. The Program Manager has significant supervisory responsibility for case management and shelter staff. The Program Manager will work closely with the Congregational Engagement and Advancement department team to foster positive relationships with host congregations and donors.

This position works primarily from our FMF Hennepin Program Center, with expected travel to our Administrative office in St. Paul as well as the FMF SW location in Chaska. This is a full-time position, and is eligible for health benefits, retirement plan, and paid-time off. The annual salary range for this position is \$48,000 - \$63,000.

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Duties and Responsibilities

Provide Administrative and Financial Oversight

- Meet or exceed core outcomes/goals for both shelter and housing programs
- Ensure compliance and data reporting for public and private funding
- Assist in identifying and applying for funding for programs
- Assist with budgeting and ensure program is operated within budget
- Assist with public relations material and grant development
- Comply with personnel policies, state and federal regulations and licensing/credential requirements

Provide Programmatic Oversight

- Develop and maintain relationships with county staff and other referring agencies.
- Ensure that shelter guests and housing program participants are provided with high quality professional supportive services, including direct oversight of individual case planning and goals for families
- Ensure welcoming, safe and responsive day centers, including oversight of day center staff
- Develop community partnerships that assists families in successful exits from shelter
- Assure that staff has a clear understanding of program goals and that delivery of services adheres to those goals. Ensure that written policies and procedures are followed by program staff.
- Develop and promote cross cultural competency to create an inclusive environment for staff and shelter guests.
- Assist in coordination of facility maintenance and operation activities and contracts of the day centers
- Oversee the logistics of transportation to host congregations
- Manage the on-call schedule and support provided by case managers, which includes responding to and immediately assisting in person as needed with any shelter-related emergencies that are reported by hosting congregations and volunteers

Congregational Relations

- Ensure a welcoming, safe and responsive hosting environment is provided by hosting congregations in compliance with program guidelines.
- Ensure coordination between program staff and host coordinators to meet family needs. Support congregational volunteers and families to interact respectfully with each other and to manage issues that arise with their volunteers and families
- Coordinate with Advancement & Congregational engagement to facilitate hosting training and scheduling for host congregations. Communicate regularly on hosting schedule needs, hosting processes and congregations' support needs.

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Staff Supervision

- Build and maintain a stable high performing staff team.
- Define clear staff roles and responsibilities and prioritize work assignments to achieve departmental goals.
- Hire, evaluate and terminate staff according to organizational policies and procedures.
- Ensure that staff will receive adequate training and professional development.
- Promote a positive working environment through team building and employee appreciation.

Community Engagement

- Represents the organization and the organizational point of view to agencies, organizations, and the general public, as requested.
- Participates in presentations, tours, engagement of interested shelter guests in sharing their experience, as requested by the Advancement department.
- Networks with and forms productive and supportive relationships with key organizations and practitioners in the field

All employees are expected to:

- Develop and maintain productive, positive working relationships with other staff
- Maintain a level of flexibility with all staff, offering assistance to others as appropriate
- Work effectively and respectfully with individuals without regard to race, color, creed, religion, national origin, marital status, political affiliation, sexual orientation, gender identity, status with regard to public assistance, membership or activity in a local commission, disability, sex and/or age
- Work within all agency policies, government regulations and the law
- Perform other tasks, responsibilities, and special projects as assigned or directed

Qualifications

- Bachelor's degree in social services or related area or equivalent work experience, graduate degree preferred.
- Minimum of five years' experience in supportive services;
- Minimum of two years of supervision experience in a community based nonprofit agency
- Experience working with volunteers preferred
- Valid driver's license and reliable vehicle for travel between office and shelter locations as well as willingness to transport shelter guests, as needed.
- Ability to be on-call, as needed

Knowledge, Skills, and Abilities

- Knowledge of homelessness and its effects on families, children and the broader community.
- Ability to work effectively with and relate to diverse populations
- Excellent verbal and written communications skills.
- Excellent relationship and problem-solving skills.

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- Knowledge of program evaluation methodologies.
- Ability to maintain a network of contacts and seek out potential community partners and funding sources.
- Ability to clearly communicate expectations and provide constructive feedback.
- Ability to be creative and flexible in responding to changing priorities and emerging needs.
- Computer application proficiency, including Microsoft Outlook, Word, Excel, Powerpoint

If you are excited about being part of an organization with a big goal and collaborative spirit, learn more about Beacon and this position at www.beaconinterfaith.org. Please submit a resume with cover letter to HR@beaconinterfaith.org. Position open until 6/15 or filled.

Beacon is an Equal Opportunity Employer.

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