



Re-Housing Manager

Individual and Family Sheltering Programs

Mission Statement:

Father Bill's & MainSpring is committed to ending and preventing homelessness in Southern Massachusetts with programs that provide emergency and permanent housing and help people obtain skills, jobs, housing, and services. We help people who are struggling with homelessness or are at risk of homelessness to achieve self-sufficiency.

Father Bill's & MainSpring is a growing and dynamic social service agency with particular expertise in emergency and permanent housing, job training and placement, and prevention services for individuals and families in need. Over the next five years, our strategic focus includes an increase in affordable, permanent supportive housing, a more efficient model of care for families experiencing homelessness, commitment to an enhanced delivery model to reduce the need for shelter, and improved community relations in order to achieve these goals. Our staff are thoughtful and caring individuals who share our passion for these ideals and creative approaches to helping people improve their lives.

We offer a generous benefits package and a comprehensive orientation and training program, as well as ample opportunities for advancement for qualified individuals who show a commitment to our Mission.

Position Summary:

The intent of Re-Housing Services is to reduce and end homelessness more rapidly than traditional shelter. This is accomplished by comprehensive assessment of all households (single adults or families) seeking shelter, and working toward their rapid exit to housing, treatment, and community-based services and end their homelessness as quickly as possible. The manager will oversee the services provided to all guests and residents utilizing our emergency shelters. The manager, working in collaboration with the Regional Director, in some cases, Prevention/Diversion, Stabilization and Operations teams will ensure a low threshold, housing 1st approach to responding to individual's housing crisis. This position directly supervises the Daytime Support staff, Triage/Re-Housing and Housing Search staff at one of our Emergency Shelter programs. Full-time position reports to the requisite Regional Director and directly supervises the shelter re-housing staff. Bachelor's Degree preferred with 1-3 years of supervisory experience required. 2-5 years experience in organizations serving homeless, low-income and/or other vulnerable populations preferred.

Essential Responsibilities:

- Provide oversight of the Shelter Services, ensuring a low threshold, person-centered, Housing 1st service philosophy is adhered to.
- Support an integrated system of service delivery, coordinating housing plans with appropriate internal staff (Re-Housing services and Stabilization), as well as external partners (e.g., Health Care for the Homeless, Eliot Community Human Services, the Department of Housing and Community Development, among others). Ensure appropriate re-housing services are being provided to the guests/residents. Identify and implement changes in operations that promote Re-Housing goals.

- Provide supervision for the daytime Support Staff, Triage/Re-Housing Case Managers, and other Housing Search Specialists (Veterans SSVF and WORTH, Rapid Re-Housing, etc.) in completing the assessment process in order to identify guests' strengths, needs, barriers, and goals in order to achieve shelter diversion or rapid exit to stable, permanent housing.
- Oversee staff in the development of plans focused on meeting guests' needs with a housing centered framework. This could include accessing treatment options, employment strategies, and/or to move toward economic self-sufficiency.
- Provide support, crisis intervention, mediation and service coordination. Respond effectively to emergency situations and document appropriately.
- Coordination with the Operations team is critical to ensure smooth daily operations and the safety and security of the guests and staff. Be prepared to de-escalate crisis situations and support staff in de-briefing difficult situations. Acculturate the volunteer program into the day to day operations in order to utilize volunteer services as part of the workforce.
- Hire, train, and support the Triage/Re-housing Case Managers, daytime Support Staff, and Housing Search Specialists. Provide individual and team supervision. Address personnel issues in collaboration with Human Resources and other staff.
- Ensure continued collaboration and integration with the Housing Stabilization teams to create and maintain smooth access and remove barriers to accessing housing resources. Monitor consistency across regions and programs and ensure fidelity of program philosophy.
- Track contract adherence and goals. Prepare monthly and other progress reports to ensure programs are meeting goals and objectives. Ensure that files are up to date and in compliance with all State and federal contracts. Interface with funders, identifying and resolving any concerns. Conduct file reviews, obtain monthly reports from managers. Work closely with Data Team to conduct periodic checks of data entry in the FBMS database system.
- Maintain knowledge about services and programs offered for the guests in the community. Maintain relationships with, and cooperate with, various community providers in order to access services for guests. Coordinate with external partner agencies and create new partnerships to increase the service provision for guests in our programming.
- Highly organized with strong attention to detail and ability to meet deadlines.
- Comfortable and skilled in working with budgets and data, experience with HMIS, HUD reporting (Annual Performance Reviews) preferred.
- Strong analytical, critical thinking, problem-solving and planning skills a must.

Skills & Competencies:

- Empathy: An understanding and empathy for those dealing with homelessness and related issues.
- Professionalism: Maintains the highest level of professionalism in the delivery of services, building of relationships, collaboration with co-workers, and representation of Father Bill's & MainSpring within the organization and the community.
- Communication: Speaks appropriately in positive and/or negative conversations with supervisors, co-workers, volunteers, donors and constituents; Articulates the goals of Father Bill's & MainSpring.

- Record-Keeping: Routine clerical or record-keeping incidental to the essential responsibilities of the job (including, but not limited to, data entry and case file updates).
- Job Knowledge: Possesses the practical and technical knowledge required on the job.
- Attendance: Acceptable overall attendance record, consistently at work and on time.
- Reliability: Relied upon regarding task completion and follow-up. Follows instructions, responds to management direction and solicits feedback to improve performance.
- Initiative: Seeks out new assignments and is willing to be flexible with additional duties.
- Adherence to Policy: Follows safety and workplace expectations, regulations and processes as defined in the Employee Handbook.
- Work Ethic: Demonstrates a commitment to the Mission and adheres to the Operating Principles of Father Bill's & MainSpring and works as part of a team toward a common goal.

Other:

- Safety & Security: Actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.
- Travel: Local travel may be required. Valid driver's license and good driving record required.
- Physical Demands: *The demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations under the Americans with Disabilities Act (ADA) may be made to enable individuals with disabilities to perform the essential functions.*
 - Must be able to verbally convey detailed information or important instructions or ideas accurately or quickly. Must be able to hear average or normal conversations and receive ordinary information. Average visual acuity is necessary.

This job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities required of the employee. Other duties as assigned may be part of the job.

Father Bill's & MainSpring is an equal opportunity employer.