Position: Program Coordinator: Emergency Men’s Shelter
Reports to: Shelter Program Manager
Hours: 40 hours per week
Classification: Exempt
Pay Rate: $52,000 - $56,000 annually
Reviewed: February 2021

CFH’s MISSION AND VALUES:
Our mission is to partner with men & the community to create a path from homelessness to stable living. Our core values are relationship, community, empowerment, dignity & respect. These values embody how we work with the men, community and each other.

OVERVIEW OF POSITION:
CFH’s Shelter Program Coordinator is critical to furthering CFH’s mission and values in supporting the Program Manager with daily oversight and carrying out of activities supporting CFH’s emergency shelter and additional programs as the agency evolves. This role provides leadership and guidance to the Shelter Support staff while directly carrying out the program services in accordance with CFH systems, policies, mission and values.

KEY RESPONSIBILITIES:
Programs. Ensures day-to-day program activities are implemented as required to meet stated policies, goals and objectives, including, but not limited to:
- Ordering, maintaining and overseeing the distribution of needed inventory of cleaning/maintenance supplies, clothing, blankets, etc.
- Coordinating building maintenance/improvements with Facilities Technician
- Overseeing data collection and input by ensuring all client-related data is current, accurate and input into the data base
- Assisting with policy, procedure and training development
- Making informed and independent decisions in emergencies and daily activities

Staffing. Supervision responsibilities include, but not limited to:
- Overseeing shelter support staff scheduling, and input into staff hours into the payroll system
- Conducting ongoing staff trainings and supervision (one-on-one and group) for shelter support staff
- Conducting and collaborate with interviews, hiring, and onboarding of new hires
- Providing on-call support for staff while being responsible that shifts have adequate coverage (shared responsibility with Program Manager)
- Exhibiting Leadership & guidance as part of the direct services team
- Fostering a collaborative working environment, maximizing employee productivity and morale
Service Delivery. Direct oversight of shelter climate and operations by:

- Reviewing client grievances and exits
- Delegating daily operations of shift leads and support staff as needed
- Supporting de-escalations performed by shelter support staff
- Course correct daily operations of shelter support staff and clients, including cleaning protocols
- Facilitating staff project
- Training and specific aspects of staff supervision
- Maintaining a consistent on-site presence within the services spaces
- Supporting Program Manager with partnership and community engagement, volunteer engagement, and creating & implementing shelter programs
- Periodically speaking on behalf of CFH to share our mission and engage the community
- Collaborating internally with the Case Management staff, Meals/Donations Coordinator, Computer support and Data Analyst
- Remaining current with philosophies & approaches related to providing shelter and services for people experiencing homelessness

QUALIFICATIONS:

- At least two years’ related experience, or an equivalent combination of education and experience; including demonstrated:
  - Understanding of Trauma Informed Care principles
  - Ability to work well with men experiencing homelessness.
- Minimum 1 year of experience in direct supervision/people management is desired.
- Strong commitment to CFH’s mission.
- Energetic and forward thinking with high ethical standards and an appropriate professional image.
- Understanding of the intricacies of homelessness.
- Demonstrates proficiency in de-escalation.
- Demonstrated understanding and respect for the diverse viewpoints shared by communities about providing services to people experiencing homelessness.
- Excellent interpersonal skills with strong ability to authentically listen and build collaborative relationships.
- Experience, ability and willingness to work respectfully with culturally diverse people.
- Ability to think outside the box with creativity, ingenuity, compassion, and commitment to the mission.
- Flexible, adaptable, and works well under pressure
- Must react effectively in stressful situations and be able to effectively interact with clients in crisis
- Excellent organizational skills; accuracy and attention to detail required.
- Outstanding ability to organize self and others in an efficient, diplomatic and effective manner.
• Strong computer skills, with ability to work within databases
• Access to reliable transportation and valid Washington State driver’s license.
• Ability to attend work regularly, including scheduled work time outside of typical office hours (evenings and weekends)

**PHYSICAL DEMANDS**

While performing the duties of this job the employee is required to:

• Frequently stand and walk for extensive periods of time
• Frequently communicate via phone and email
• Work in a shelter environment where long periods of sitting, including computer use, and walk up and down stairs
• Travel to various work areas
• Carry up to 35 pounds and must occasionally lift/carry/push up to 45 pounds.

*CFH is committed to equal employment opportunities. We treat all employees and applicants equally without regard to race, color, religion, sex, sexual orientation, gender identity, marital status, parental status, national origin, disability, veteran or military status or other legally protected characteristics.*