

Catholic Social Services

Job Title: Assistant House Manager
Department: St. Joseph's House—Hyannis, MA
Reports to: House Manager
Hours: 40
FLSA: Salary

Qualifications

- BA/BS in Human Services preferred, experience in human services, housing and homelessness services, mental health, trauma and substance abuse
- Excellent organizational and communication skills
- Computer skills with the ability to perform daily tasks within Outlook, Microsoft Word, and Excel
- A reliable, insured vehicle and valid driver's license required
- Bi-lingual helpful

Job Summary

St. Joseph's House is a DHCD-funded individual emergency overnight shelter program for men and women facing a housing crisis. The main focus of the shelter program is to help individuals achieve successful placement into stable housing. Additionally, Catholic Social Services connects individuals to resources that are available within their respective communities to sustain long-term stable housing.

The Supervisor will provide leadership and supervision to Direct Care staff and will ensure that operational policies and procedures are enforced at all times.

Duties and Responsibilities

The Supervisor is responsible for ensuring the functions of the program are met while providing services that are safe, timely, effective, efficient, equitable and client-centered.

- Ability to work as part of a team with a commitment to end homelessness
- Must demonstrate honesty, integrity, and professionalism at all times
- Must exemplify our mission in action: which is helping those in need and treating others with compassion, dignity and respect.
- Collaborate with the House Manager on planning, designing, implementing and evaluating to enhance the overall operation of the shelter
- Make recommendations to the House Manager regarding changes to the shelter to ensure continued achievement of overall shelter operations
- Must collaborate and strategize daily with the interdisciplinary team to identify shelter needs
- Assist in recruiting, hiring, training and evaluating the performance of all staff
- Supervise and work collaboratively with Case Managers for the overall success of clients
- Provide oversight, direction and guidance to Direct Care staff and assist the House Manager with scheduling, assignments and assign tasks ensuring all shifts operate per required ratio and within budget
- Responsible for weekly and monthly vehicle checklist
- Provide and/or arrange for coverage during staff absence, provide direct support tasks and engage regularly with guests as needed
- Prepare meal menus, manage and inventory supplies, food orders, kitchen duty, and assign staff meal breaks
- Must be certified and maintain Food Sanitation Certification, and prepare meals as needed
- Maintain positive relationships with vendors, donors and assisting with volunteer opportunities including outreach to community organizations

- Must set appropriate limits, boundaries and hold staff and clients accountable for shelter rules and expectations
- Concentration on Housing First model
- Must adhere to all DHCD program requirements
- Responsible for the timely completion of all required documentation, including, critical incident reports, accident reports and human rights issues according to company policy
- Ensure that the shelter, internal and external property is clean and safe by conducting routine safety and security checks
- Respond to afterhours needs, emergency situations and ensure appropriate action
- Attend and maintain records of shelter safety, building inspections, fire drills, staff meetings and in-services
- Must exhibit strong assessment skills, excellent documentation skills, organization, and communication skills to adequately communicate with clients and co-workers
- Respond to inquiries, phone calls, correspondence, and e-mails in a timely manner
- Complete all tasks as assigned by the House Manager

Additional Responsibilities

- Work with the House Manager on any additional projects/matters for which he/she requests related to the program
- Attend all required program trainings and assigned in-service trainings to comply with annual training requirements
- Comply with all safety regulations, CSS policies and adhere to agency confidentiality policy
- Report all safety concerns to the House Manager
- Mandated reporting of abuse and neglect
- Responsible for reporting all incidents (critical, serious or non-compliance) to the House Manager

Working Conditions

The work environment described, represents what may be encountered while performing the essential functions of the job. Reasonable accommodations may be made to assist individuals with disabilities to perform the essential functions of the position.

- Travels by automobile and is exposed to varying weather conditions
- Sits, stands, bends, lifts, grasps, kneels, crouches, reaches, climbs, and moves intermittently during the business hours
- Works in office areas as well as throughout the shelter and in the community
- May be exposed to emotionally upset clients, family members, staff and visitors
- May be exposed to frequent interruptions, loud noise, extreme heat/cold
- Spends time greeting clients/family members, courteously answering telephone calls and responding to emails.
- Ability to make sensory perceptions to evaluate environmental conditions
- Available to cover On-Call rotation
- Ability to work and promote a flexible schedule based on programmatic coverage, weekends, holidays, and program emergencies

Catholic Social Services offers a competitive salary, a comprehensive employee benefits program including medical, dental and vision insurance, 403(b) plan, group term life and AD&D insurance, short-term disability, flexible spending accounts, and a generous paid time off policy.

Please submit your cover letter and resume to resumes@cssdioc.org

Equal Opportunity Employer