



## **Housing Matters Direct Services Manager**

### **Description**

Housing Matters partners with individuals and families to create pathways out of their homelessness and into permanent housing. Housing Matters is looking for individuals eager to make a difference and willing to enthusiastically commit to joining in our vision that homelessness in Santa Cruz County should be rare, brief, and nonrecurring.

Under direction, the Direct Services Manager (DSM) is responsible for providing a safe, secure and welcoming environment for all individuals accessing a variety of services. The primary role of the DSM is to support and oversee our day services and programs and manage the Direct Services Coordinators through face-to-face contact during shifts. The DSM will actively support program activities with both staff and participants while supporting the mission, vision and values of Housing Matters. Additionally, the DSM is to remain vigilant and available to handle emergency situations that arise on campus.

### **Typical Job Duties**

- Review campus schedule & check in with all staff on duty (DSC, Safety, Kitchen, Facilities, etc) making staffing adjustments as necessary
- Manage, train and motivate the team of Direct Services Coordinators (DSCs) administratively, including, but not limited to: Creating and updating procedures and trainings, logging and tracking personnel details, writing performance reviews and managing emails and multiple calendars
- Provide backup for the DSCs if staffing is unavailable.
- Attend staff, training and leadership meetings and act as a community leader and mentor
- Work with Associate Director of Client Experience and take initiative to continually evaluate and improve day services and the guest experience
- Assist Associate Director of Client Experience in strategic planning for further development of direct services operations.
- Complete regular rounds on campus and carrying a radio to maintain regular communication with all staff, ensuring you are accessible and visible to other staff and guests
- Communicate campus updates and changes with staff and management
- Support the housing goals of program participants while maintaining confidential, professional boundaries with all program guests
- Develop and support Housing Matters policies and enforce as needed
- De-escalate situations as they arise; respond appropriately and promptly to any emergencies that may arise on campus
- Work with Facilities and Safety teams to ensure Day Services remain open



Resolving  
Homelessness  
Together

- Complete Incident Reports and documentation in accordance with Housing Matters guidelines
- Other duties as assigned.

### **Employment Standards**

Expert knowledge of:

- Principles and techniques of supervision, and management, and motivating a team
- Strategic planning and program development
- Principles of human behavior and development and psychological defense mechanisms and Trauma informed care

Working knowledge of:

- Homelessness and reasons-why people experience homelessness
- Community resources and assistance programs.
- Housing Matters policies and procedures

### **Ability to**

- Ability to communicate in a professional manner when dealing with residents, staff and other outside agencies
- Backup DSCs as needed and be available some weekends and evenings monthly
- Use standard email, calendar, text editing and spreadsheet programs
- Be proactive and take initiative in all work duties
- Listen, problem solve and set limits and boundaries in a compassionate and respectful manner
- Actively supportive of a culturally diverse environment
- Strong ability to prioritize and problem solve independently or as part of a team
- Constructively deal with a high degree of emotional stress and interpersonal conflict
- Use excellent judgment and decision making skills relating to participants and staff, including emergency and crisis situations
- Ability to practice self-care and reach out for support if necessary
- CPR Certified and First Aid preferred

**Education and Experience: Some combination which would provide the required knowledge and abilities is qualifying, such as:**

- 1-3 years managing operations and staff at a customer-facing organization which runs 7 days a week and supports services and teams from across the organization.
- 1-3 years experience working in a nonprofit, preferably with a vulnerable population.
- Bachelor's degree required or sufficient experience in social services that demonstrates possession of the required knowledge and abilities.

### **HOURS**

- Work is onsite, and schedule is partially variable and worked out between you and your manager; some scheduled and unscheduled weekend and evening work is required



monthly. This is a full time, exempt, benefited position. Benefits begin after a 30 day period.

Housing Matters is an equal opportunity employer.