



Resolving  
Homelessness  
Together

## **Housing Matters Rebele Family Shelter Program Manager**

### **Reports to: Associate Director of Programs**

#### **Definition**

Housing Matters partners with individuals and families to create pathways out of their homelessness into permanent housing. Housing Matters is a leader in working to end homelessness – and we want you to be part of our team. Housing Matters is looking for individuals eager to make a difference and willing to enthusiastically commit to join in our vision that homelessness in Santa Cruz County should be rare, brief and non-recurring.

The Rebele Family Shelter (RFS) Program Manager performs direct client assessment, linking children and families to needed services, empowerment based goal setting, and advocacy of children and families. This position requires someone who is energetic, programmatically creative, and can act as a leader for the RFS program team.

#### **Typical Job Duties:**

- Oversee the housing status, assessment, arrival and departure of up to 28 families staying at the Rebele Family Shelter.
- Facilitate residents' use of the services of other programs, agencies, and organizations.
- Assist clients in obtaining any and all public benefits for which they are eligible.
- Participate in the eligibility process through screening and selection of residents.
- Perform intake interviews, assessments, and assist participants in developing individual case plans.
- Participate in the planning and providing of educational/informational groups for residents.
- Interact with any volunteers by providing leadership, support, and positive role modeling.
- Develop and maintain accurate written case records including intake, assessment, ongoing case plan, and progress notes.
- Meet all administrative requirements including recordkeeping, HMIS, staff meetings, etc.
- Maintain confidentiality and treat participants with dignity and respect at all times.
- Other duties assigned

#### **Employment Standards**

Thorough Knowledge of

- Social casework objectives, principles, methods and caseload management and organization.
- Social and economic factors which influence individuals and/or households experiencing homelessness.
- Principles of human behavior and development and psychological defense mechanisms.
- Grant compliance and reporting.
- Principles and techniques of supervision and management.

Working knowledge of:

- Housing Matters specific programs and policies.

**Ability to**

- Communicate efficiently and effectively with team, clients, Asst. Director of Programs, and Director of Programs.
- Supervise, manage, evaluate and coach a small team of Case Managers and Housing Navigators; encourage team building.
- Be detailed oriented, highly organized, and set and meet goals and deadlines.
- Demonstrate strong computer skills; must have a thorough understanding of google suite (google docs, google spreadsheets, gmail, etc...) and Microsoft Office (Excelle, Word, etc..). HMIS experience is a plus.
- Maintain a goal oriented, positive attitude; must be able to interface equally well with staff, donors, volunteers, and the general Housing Matters community.
- Dedication and compassion for serving the community's most vulnerable, and passion for ending the cycle of poverty for homeless individuals living in Santa Cruz.

**Training and Experience:**

- 1-3 years experience as a frontline social service provider for individuals or families experiencing homelessness.
- 1-3 years management experience preferred, preferably in a nonprofit or similar social service involving homeless service or family support.
- Bachelor's degree required; related advanced degree or professional certification preferred.
- Experience in program development, program evaluation, and measuring impact.
- Experience in grant administration and reporting.

**Hours & Pay:**

This is a full time, salaried, benefited, exempt position starting at \$62,400 annualized. Occasional evenings and weekends required. Health Insurance begins after a 30-day introductory period. Retirement and PTO benefits begin upon the first day of employment.

**To Apply:**

Please email a cover letter and resume to the attention of Human Resources at [recruiter@housingmatterssc.org](mailto:recruiter@housingmatterssc.org). Housing Matters is an Equal Opportunity Employer.