



**ERIE UNITED METHODIST ALLIANCE, INC.
JOB DESCRIPTION**

POSITION TITLE: Our Neighbors' Place Shelter Manager & Rapid ReHousing, Housing Specialist

BASIC JOB FUNCTION: EUMA's Our Neighbors' Place (ONP) is Erie County's shelter of last resort for adult males and females. It operates seasonally, November 13, 2024 – April 2, 2025. The successful applicant will manage all aspects of ONP. You will maintain a safe environment for homeless adult guests coordinating and supporting shelter volunteers and staff to end homelessness. Additionally, you will perform client intakes, gather and complete all required paperwork for both positions. For EUMA's Rapid ReHousing housing specialist, you will recruit and maintain relationships with Landlords, have a 15-20 household case file and work with heads of households to permanently housed including helping them FIND housing, PAY for housing and wrap them with the social services necessary to help them STAY permanently housed. You will maintain client confidentiality and ensure you are complying with all grant requirements and maintaining data for the client's record.

REPORTS TO: Chief Executive Officer

JOB TYPE: Full-time, with benefits
\$15-\$18/hour

WORK HOURS: 40 Hours per week to include evenings and weekends during ONP

ONP SHELTER MANAGER RESPONSIBILITIES:

- Provide shelter coverage during first shift 6:00 PM – 11:00 PM;
- Act as shift fill-in as needed;
- Incarnate the mission, vision and values of EUMA in the way you welcome guests;
- Manage all aspects of Our Neighbors' Place (ONP) seasonal overflow shelter;
- Act as and/or assign EUMA staff and/or volunteers to act a between Erie County's homeless coordinated entry program including receiving and approving referrals;
- Lead intake process for all guests;
- Ensure all policies, procedures and protocols for shelter management are followed;
- Ensure EUMA staff and volunteers are complying to all grant requirements;
- Work with ONP shelter coordinators to coordinate volunteer staff;

- Safeguard EUMA assets and protect the host location property;
- Ensure all COVID19 health and safety protocols are followed;
- Provide safe space for housing stakeholders to meet with residents who will connect them with health, housing and other services;
- Ensure the health and safety of all residents reporting any incident that jeopardizes this commitment;
- Enlist crisis intervention techniques focused on enhancing the clients' ability to independently problem solve, utilize effective coping skills, and manage and self-coordinate own care;
- Issue supplies to residents when needed and maintain appropriate records;
- Maintain strict confidentiality regarding all residents/clients, staff information, records, and EUMA organizational issues;
- Attend EUMA all-staff meetings, in-services and/or trainings as required;
- Utilize evidence based practices in service delivery including Motivational Interviewing, Harm Reduction, and Housing First practices;
- Perform other duties as assigned by your Supervisor.

DOCUMENTATION

- Complete and maintain guest records in HMIS;
- Maintain guest, staff, volunteer and health and hygiene completion documentation;
- Collaboratively work with EUMA's Housing Specialists, Healthcare for the Homeless Partnership team and other community homeless housing providers to secure permanent housing and rent assistance for guests;
- Complete, submit and as needed investigate incident reports to supervisor;
- Read previous shift log updates and update shift log including census before completing shift;

RAPID RE-HOUSING SPECIALIST RESPONSIBILITIES:

EUMA's housing specialist will lead EUMA's effort to end homelessness for the chronically homeless single men, women, youth, families with children and others. This position is grant funded and will work to house clients in any and all Rapid Rehousing Programs on EUMA's behalf.

- Rapidly find and secure permanent housing of the client's choice;
- Build relationships with landlords so EUMA staff and homeless clients have access to as many housing units as possible;
- Limit the time a family or individual spends homeless by moving people into housing within 30 days or less.
- Gather and complete all required paperwork
- Work with EUMA's Finance Department to ensure rental payments are made on behalf of clients
- Ensure formerly homeless people STAY permanently housed by assisting client to resolve issues and mediate on the client's behalf when necessary
- Maintain professional boundaries with individuals and families in Rapid Rehousing program by not becoming emotionally invested in their individual problems. Maintain a professional working relationship with landlords.

- Being helpful, respectful, approachable and team oriented, building strong working relationships and a positive work environment

QUALIFICATIONS:

- Commitment to EUMA’s mission, vision and core values;
- Veterans, minorities and those with lived experience are strongly encouraged to apply.
- Commitment to EUMA’s (Erie United Methodist Alliance) mission, vision and core values;
- Passionate about implementing housing first principles;
- Bachelor’s Degree in Social Work or related field and/or two to four years related work experience given priority;
- Knowledge of housing, homeless and other supportive community resources sought;
- Microsoft Office suite and HMIS or other database experience wanted;
- Must have access to full-time private transportation and a valid PA driver’s license; and
- Must have or be able to obtain Acts 33/34 clearances and pass an FBI fingerprinting clearance.

SKILLS NEEDED:

- Excellent inter-personal and verbal communication skills;
- Maturity, good judgment, flexibility and a positive attitude;
- Ability to multi-task and shift gears quickly with good organizational skills;
- Ability to respond effectively to crisis situations;
- Understanding of and able to appropriately respond to poverty issues and cultural differences;
- Ability to work comfortably with people of diverse backgrounds and unusual lifestyles in a non-judgmental manner;
- Peer support specialists are encouraged to apply;
- Spanish speakers are encouraged to apply;
- Ability to interact professionally with staff, clients and other members of community;
- Maintaining professional boundaries and confidentiality a must;
- Initiative, ability to work independently under general supervision, with a highly developed sense of personal and professional responsibility.
- Ability to perform basic mathematical computation to determine household income.
- Computer literacy and data entry skills, including use of the Internet.
- Customer service skills to handle both external and internal customer needs.
- Strong verbal and written communications skill.
- Ability to meet deadlines through use of time management and organizational skills.
- Must be able/available to provide services at locations throughout Erie County.
- Must have excellent phone skills to gather information via phone and email.

Please submit your cover letter and resume’ to:
 EUMA, HR, 728 W 9 St., Erie, PA 16502 or via email at hr@euma-erie.org