



JOB DESCRIPTION

POSITION TITLE: EUMA's The Refuge Program Supervisor

BASIC JOB FUNCTION: Responsible for making homelessness rare, brief and non-recurring in NW PA by providing emergency shelter and the services delivered therein available to families with children who are experiencing a housing crisis.

REPORTS TO: Director of Housing

WORK HOURS: 40 hours a week – generally 1st shift with fill in when necessary

HOURLY RATE AND BENEFITS: \$12.75 - \$14.50/hour | 100% paid health, vision and dental insurance or annual cash payout for not taking health insurance. 10 days of accrued vacation and an additional 10 days accrued sick time, 3 personal days, 11 paid holidays and access to an employee assistance program.

ESSENTIAL JOB RESPONSIBILITIES: Housed people are not homeless people. The Refuge shelter supervisor is responsible for the overall coordination of the day to day operations and activities of the shelter, including staff supervision/training, delivery of services, acting as agency/community liaison, programming and family support. Works with the director of housing to oversee staff to ensure operational effectiveness. Activities for all work of the Refuge program supervisor will increase housing stability for residents and include, but are not limited to the following:

- Embrace and embody the mission, vision, values and strategic goals of EUMA;
- Understand all agency services and represent the agency well in all forums;
- Work in coordination with the Director of Housing;
- Responsible for the supervision of shelter staff under his/her direction to include staff evaluations, review of client records, disciplines, and corrective action planning and delivery;
- Complete and/or oversee client intakes;
- Create monthly schedules and cover shifts should an employee not be available for any reason;
- Oversee and manage all shelter staff ensuring accountability to job descriptions and house rules;
- Ensure all client files electronic and hard copy versions are complete and kept private;
- Work in collaboration with director of housing to coordinate education and trainings for staff;
- Work in collaboration with other agencies to provide wrap around services to clients;
- Supervise case management activities including the creation of a housing plan for each family and delivery of client services;
- Provide trauma-informed, ethical, confidential and professional services to all clients at all times;
- Able to provide monthly, quarterly or annual reporting as requested by the Director of Residential Services, and other funding sources, regarding the shelters operations;

- Oversee and collaborate with facilities manager to provide for building maintenance for compliance and safety purposes;
- Responsible to ensure all staff understands emergency procedures;
- Ensure emergency operational procedures are known and practiced, e.g. quarterly fire drill;
- Participate with the director of housing and/or administration staff in hiring and training residential staff;
- Collaborate with client stakeholders who will aid the resident to secure and maintain permanent housing;
- Welcome, receive, document, thank all donors of their time, talent and/or treasure; and
- Other duties as assigned.

QUALIFICATIONS:

- Commitment to EUMA's mission, vision and values;
- Certified Peer Support and/or Certified Recovery Specialists sought, but not required;
- Bachelor's degree preferred preferably in Social Work, but no required;
- 1-3 years of supervisory/management experience preferred, but not required;
- 3-5 years of previous experience in a shelter environment;
- Must be able to pass a drug test, acts 33/34 criminal background/fingerprint check;
- Must be able to pass driver's record check and hold valid PA Driver's License;
- Ability to lift up to 50 lbs preferred;
- Basic computer knowledge with HMIS experience preferred;
- Understand and committed to housing first principles;
- Demonstrated ability to provide case management services that produce desired outcomes;
- Practiced in using motivational interviewing as a means to effect change – we demand little and expect much;
- Persons with lived experience, Veterans and persons of color are strongly encouraged to apply;
- Spanish speakers are sought, but not required;
- Ability to work collaboratively with all stakeholders committed to a resident/client's success; and
- Those with knowledge of and practice in using critical time intervention, are trauma informed, subscribe to a recovery model of rehabilitation and have worked with those who are at risk of becoming homeless are desired.

**Please submit a cover letter and resume' to Info@EUMA-Erie.org or mail both to:
EUMA | Human Resources, 1033 E. 26th St., Erie, PA 16504**