



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

**POSITION TITLE:** Seasonal Our Neighbors' Place Manager

**BASIC JOB FUNCTION:** Manage all aspects of EUMA's seasonal overflow shelter. Maintain a safe environment for homeless adult guests at EUMA's seasonal overflow shelter. Coordinate and support shelter volunteers to end homelessness.

EUMA's Our Neighbors' Place seasonal overflow shelter operates every night between Wednesday, November 17, 2021 – Tuesday, April 5, 2022. Adults 18+ are welcome. All COVID19 safety protocols will be practiced including 6' social distancing, masks, sanitizing protocols.

**REPORTS TO:** Director of Veterans Services

**WORK HOURS:** Up to 40 hours per week  
\$15-\$18/hour

**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 our neighbors.
- Manage all aspects of Our Neighbors' Place (ONP) seasonal overflow shelter;
- With assistance from Director of Veterans Services, hire and train staff;
- Coordinate up to 10 shelter moves to each of three host locations;
- Act as a liaison 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;
- 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 Specialist team and other community homeless/housing providers to secure permanent housing and rent assistance for guests;
- Complete, submit and investigate, as needed, incident reports to supervisor;
- Read previous shift log updates and update shift log including census before completing shift;
- Other duties as assigned.

#### **QUALIFICATIONS:**

- Commitment to EUMA's mission, vision and core values;
- Must have or be able to obtain Acts 33/34 clearances and FBI Fingerprinting;
- Veterans, minorities and those with lived experience are strongly encouraged to apply.

#### **SKILLS NEEDED:**

- Excellent inter-personal and verbal communication skills;
- Basic computer knowledge and skills necessary;
- 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.

Please submit your cover letter and resume' to: EUMA, HR, 1033 E. 26<sup>th</sup> St., Erie, PA 16504 or via email at [INFO@EUMA-Erie.org](mailto:INFO@EUMA-Erie.org)