



JOB DESCRIPTION

POSITION TITLE: EUMA's Liberty House Program Supervisor

BASIC JOB FUNCTION: Responsible for making Veteran homelessness rare, brief and non-recurring in NW PA by providing direct services to Veterans experiencing a housing crisis at EUMA's transitional homeless shelter for Veteran men.

REPORTS TO: Director of Veteran Services

WORK HOURS: Minimum 24 hours a week and up to 40 across different shifts – 3 days first 1st and if the applicant wants more hours 2 days on another shift with fill in when necessary

HOURLY RATE AND BENEFITS: \$13.50 - \$15.50/hour | EUMA offers competitive benefits packages

ESSENTIAL JOB RESPONSIBILITIES: The Liberty House Program 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 veteran support. Works with the Director of Veteran Services to oversee staff to meet/exceed operational goals. Activities for all work of the Liberty House 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 Veteran Services;
- Responsible for the supervision of shelter staff under his/her direction to include hiring, 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 Veteran Services 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 individual service plans for each resident and delivery of resident 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 Veteran Services, and other funding sources, regarding the shelter's 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;
- Collaborate with community stakeholders who will aid the resident to secure and maintain permanent housing;
- Welcome, receive, document, thank all donors for 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, but not 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**