**[](http://euma-erie.org/)**

**ERIE UNITED METHODIST ALLIANCE, INC.**

**JOB DESCRIPTION**

**POSITION TITLE**: Our Neighbors’ Place Seasonal Shelter Manager

**BASIC JOB FUNCTION**: EUMA’s Our Neighbors’ Place (ONP) Seasonal Overflow Shelter is Erie County’s homeless shelter of last resort for adult males and females. The shelter 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 EUMA faith community volunteers and staff to end homelessness. The ONP manager will perform client intakes, gather and complete all required grant paperwork. 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:**  Seasonal, up to 40 hours/week

$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 work with Erie County’s homeless coordinated entry program including receiving and approving ONP referrals;
* Lead intake process for all guests ensuring all client data is put in Erie County’s Homeless Management Information Systems (HMIS);
* 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 faith community volunteer coordinators to support volunteers;
* Work with EUMA’s director of marketing and development to recruit, train, support and appreciate faith and other community volunteers;
* Safeguard EUMA assets and protect the Community Resilience Center where the single site ONP shelter will be located;
* Ensure all 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;
* Provide opportunities for EUMA staff and volunteer training;
* Maintain strict confidentiality regarding all residents/clients, staff information, records, and EUMA organizational issues;
* Attend EUMA program leadership 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**

* You or your designee, 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;

**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 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, Human Resources, 728 W 9th St., Erie, PA 16502 or via email at [HR@EUMA-Erie.org](mailto:HR@EUMA-Erie.org)