

Job Description: Shelter Manager, Consuelo's Place (Full-Time)

**This job is at Consuelo's Place. NMCEH acts as the Fiscal Sponsor for Consuelo's Place.*

Position is located in Santa Fe, New Mexico

Required Qualifications:

1. Degree or significant experience in social service field or public health preferred, but other degrees/experience are acceptable when combined with work experience in social services, residential facility operations and/or public health
2. At least three (3) years' experience in management and administration
3. At least two years' experience in social services program management and development
4. At least two years' experience developing, managing and operating within a budget

The ideal candidate will bring to the job the following:

- At least one (1) year experience working with chronically homeless population.
- At least one (1) year experience with residential facility.
- Excellent written and verbal communication skills.
- Ability to manage operations and staff, develop equitable and effective shelter policies, and provide information to and take direction from Governance Board and the Fiscal Agent.
- Ability to identify and mitigate risk and respond to emergency situations.
- Demonstrated leadership and management skills.
- Self-motivated.
- Proven team player.
- Excellent computer skills (required proficiencies in Microsoft Outlook & Word).
- Demonstrated commitment and success in serving those in need.
- Excellent problem solving ability.
- Ability to work with a culturally diverse staff and client base.

Summary: The Shelter Manager is responsible to manage all aspects of Consuelo's Place direct services and operation of shelter beds, including adhering to policies and procedures, staffing and supervision, overseeing repairs and maintenance of the facility and spending in line with the Shelter budget. The Shelter Manager will supervise case managers and all shelter staff and will be responsible for ensuring that the Shelter offers cohesive unified programming consistent with current best practices and in alignment with federal and state laws and grantors' regulations and agreements. The Shelter Manager will participate in community-wide meetings to help implement a future framework for ending chronic homelessness in Santa Fe. Depending on the candidate and the future of Consuelo's Place, this position has the potential evolve into an Executive Director position.

Accountability: Reports to Consuelo's Place Governance Board.

Responsibilities: Shelter Manager is responsible for all aspects of operations at the City of Santa Fe Midtown Emergency Shelter, including:

- a. Manage day to day shelter operations including scheduling and supervising staff.
- b. Coordinate facility maintenance and repairs.

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- c. Develop, document and gain Board approval for strategy, programs and criteria for candidates for housing to gain desired outcomes.
- d. Staff the shelter hotline and coordination with community partners. Develop and adhere to criteria for admission to shelter. Evaluate and recommend modifications to criteria in response to changes in community needs.
- e. Provide training and support to employees; assist in identifying training needs of employees.
- f. Provide crisis intervention and a range of support services as needed.
- g. Provide oversight of programs to ensure highest quality of services and outcomes for clients in a trauma-informed manner.
- h. Ensure confidentiality standards and best practices are incorporated.
- i. Provide regular reporting to the Governance Board, develop agenda and materials to facilitate productive collaboration and decision making.
- j. Provide input to grant proposals, complete grant reporting and ensure fulfillment of grant obligations including records keeping, service delivery, reporting and billing.
- k. Develop and nurture strategic partnerships within the community and attend other collaborative meetings.
- l. Maximize productivity and outcomes of partnerships with other community organizations.
- m. Make recommendations for programs, policies, funding and facilities to improve outcomes. Develop and implement approved recommendations.
- n. Make recommendations to the Board on policy, programs and outreach. Document and implement approved policy, programs and outreach.
- o. Oversee direct service and outreach/prevention programs related to program development, implementation, and long-term goals of the City as adopted by the Board.
- p. Assist in the creation of an annual budget; ensure that the program is operating within its budget; approve expenditures in line with the budget; work with the fiscal agent on setting best practices for the organization.
- q. Other responsibilities as necessary.

Equal Opportunity Employer

Salary range: \$65,000 - \$75,000 per year commensurate with experience

To Apply: Job available mid-September 2023. Send cover letter, resume, and names, phone numbers and emails for three professional references to bev@interfaithsheltersf.org. Equal Opportunity Employer.