Shelter Services Program Director

Eugene, OR
Full-time

The Shelter Services Director is responsible for overseeing the SVdP’s Youth & Family Services overnight shelter and transitional housing programs. This includes supervising program staff, contract fulfilment, and ensuring programs are in keeping with evolving best practices. Responsibilities include:

Management:

- Supervise and mentors Program Coordinators for Night Shelter and Youth House programs using a strength-based model that creates a healthy agency culture.
- Promote a supportive, trauma-informed work environment by encouraging best practices around self-care, debriefing incidents and confidentiality.
- Meet with each staff weekly to discuss program updates and staff development.
- Promote and models effective communication and teamwork amongst staff.
- Seeks feedback from families, youth, and staff in order to create a healthy and peaceful environment.
- Tracks and coordinates calendar and shift coverage.
- Promote a supportive, trauma informed work environment through encouraging best practices around self-care, debriefing incidents and confidentiality.
- Keep Director abreast and informed of all program-related matters.
- In collaboration with Director and Day Center Director, coordinate weekly staff meetings/trainings and staff development opportunities.
- Provide daily guidance to staff around best practices for working with families in crisis.
- Effectively communicate with Director in semiweekly debriefs.

Operations:
• Physically present at locations to ensure basic operation and delivery of services are running smoothly. This will include evening hours.

• Ensure staff have coordinated daily schedules such that all essential duties are covered.

• Provide direction and coverage to staff, as needed.

• Support staff in response to incidents in a calm and respectful manner. Intercede in as necessary.

• Assist staff in communicating and enforcing family agreements to maintain safety.

• Facilitate healthy boundaries and communication between staff and families.

• Effectively deescalate conflict and provides mediation between families and/or staff.

• With oversite from Director, coordinate needed facility repairs and maintenance.

• Coordinate with partner agencies, as necessary.

• Coordinate with McKinney Vento Liaison regarding children’s access to school

• Coordinate with DHS regarding child safety

• Coordinate with Shelter Care to provide referrals for their 90-day shelter program when openings arise

• Maintain wait list of families interested in Shelter Care units

• Explain program rules and requirements to inquiring families. * Submit all accounting and administrative reimbursement requests by the 10th of each month.

• Run and submit report to FOOD For Lane County by the 10th of each month

• Participate in collective impact efforts to increase visibility and access to families living in poverty.

• Give tours and presentations to organizations, groups and individuals to promote public understanding and support of SVdP and Youth and Family Services.

• Coordinate with Director to ensure all program rules and requirements, including program documentation and budget monitoring, are being met.
• With support from Director, seek insight and input from Agency clients and staff, in order to help create an environment of continuous quality improvement for the organization and personal development.

• Work occasional weekends and evenings, including being “on-call”

**Application Details:**
Application deadline: Accepting now until position filled.

Email letter of interest, resume, 2 references, and SVDP application found at http://apply.svdp.us/

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