



Bethlehem Inn Job Description

Job Title: Program Manager (Bend)
Department: Programs
Reports To: Executive Director
FLSA Status: Exempt
Prepared By: Executive Director
Prepared Date: 2/19/26

Mission:

Founded in 1999, Bethlehem Inn is a community supported emergency shelter committed to providing a safe, secure and accountable environment for residents to meet basic needs and connect to community resources. Our goal is to support adults and families in making life-affirming choices and measurable progress towards self-sufficiency. This is accomplished through our mission of *Transforming Lives Together through Shelter Help and Hope*.

Position Summary

The primary objective of this position is implementation of policy and procedure developed by the Program Director and management of day-to-day operations of the Next Steps and Families First Programs. Program Managers are responsible for scheduling, directing, organizing, and overseeing the staff to ensure compliance with organizational guidelines and norms according to our Mission Vision and Values.

The primary responsibility for any staff member is the safety and security of the environment, staff, residents and volunteers, while providing access to emergency shelter and food. This requires the flexibility of all staff members to adjust to and respond accordingly to immediate issues of concern, whether identified by another staff member, resident or outside representative. Teamwork and open communication between staff is essential in the success of Bethlehem Inn, its residents, staff, and volunteers. This promotes a healthy and fulfilling work environment.

Program Management Duties & Responsibilities:

(Includes the following though other duties may be assigned)

- Supports operations and oversee staff in all programs for all shifts;
- Partners with Case Management Supervisor in supporting goals are met with case management and carries a caseload as needed;
- Delegates and manages staff in ways that provide individual performance, development and growth and overall guidance and organizational effectiveness;
- Collaborates regularly with staff to monitor progress toward goals and policies;
- Conducts Program staff and Case Managers one on ones and reviews as needed while maintaining documentation.
- Processes Reasonable Accommodations in accordance with Fair Housing;
- Understands program effectiveness through pertinent metrics and regular reports;
- Works with Program staff to hold residents accountable for their actions in accordance with our rules and regulations. When necessary, responds immediately and thoroughly to violations;
- Understands and follows procedures for incident reports and oversees participant incident report resolutions in a timely manner and as specified in personnel policies;
- Maintains positive and accountable vendor relationships;
- Effectively balances resources with need;
- Ensures appropriate use and upkeep of facilities as it pertains to participant areas;
- Responds to operational issues in a timely manner;
- Serves as an on call manager on a rotating basis 24/7 for 7 days;
- Maintains HIPAA compliance regarding confidential information related to program and clients.

Supervision and Human Resource Management:

- Ensures Program staff and interns meet training expectations, schedules, and safety standards;
- Maintain staff documentation and follows policy and procedure manual for behavioral follow ups as needed;

Planning, Communication and Teamwork:

(Includes the following though other duties may be assigned)

- Provides coverage and assistance for team members in all tasks to maintain continuity of services;
- Communicates regularly with the Executive Director regarding policy and procedure issues and operational challenges.
- Communicates in a positive and effective manner Bethlehem Inn's mission and programs to residents and general public;
- Works with program staff to hold residents accountable for their actions in accordance with our rules and regulations. When necessary, responds immediately and thoroughly to violations;
- Establishes system to ensure that Standard Operating Procedures (SOPs) are created and followed;
- Supervises regular inventory control of program supplies (drug tests, in-take materials, etc.);
- Attends and participates in regular Programs, Operations, Management, and Staff meetings;
- Provides support as needed to organizational events and fundraisers throughout the year;
- Nurtures positive and optimistic attitude in the staff and communicates a sense of mission to team;
- Punctual and dependable;
- Works as part of a team to find solutions and takes initiative in finding other tasks that need to be completed to assist other team members;
- Able to multitask;
- Forward thinking, demonstrates good time management and ability to prioritize in an ever changing environment;
- Maintains ongoing communication with all departments, staff and volunteers;
- Maintains contact (via walkie-talkie) with front desk and other staff;
- Maintains an awareness of Program staff working locations and ensures they are evenly distributed throughout the facility.
- Ensures rounds are conducted regularly, alert for suspicious/illegal activity and responds accordingly;
- Checks email and voicemail communications and responds to request within 24 business hours.

Professionalism:

- Demonstrates capacity to serve diverse people in a culturally sensitive and non-discriminatory manner.
- Sets and models high standards of honesty, integrity, and ethical behavior;
- Acts with a sense of reasoned urgency;
- Is adaptable and flexible and deals effectively with uncertainty;
- Represents self well with both internal and external customers in day-to-day interactions;
- Demonstrates effective and professional written and interpersonal communications skills; and
- Deals effectively with conflict and works toward positive resolution.

Knowledge and Skills:

- Ability to work well with others across departments and job levels;
- Ability to remain highly organized while working on multiple projects;
- Excellent communications skills, both written and verbal, including the ability for effective public speaking;
- Ability to manage time efficiently and to work independently with minimum supervision;
- Ability to work cooperatively with other staff, volunteers, and Inn personnel;
- Orientation to detail, accuracy, and the meeting of deadlines.

Minimum Qualifications:

(Qualifications applicant must possess in order to be considered for the position; possible exception if an applicant possesses appropriate substitute qualifications)

- Bachelor's degree in related field or five years' experience in managing a social service environment;
- Oregon Food Handler's Card (must be obtained prior to first day of employment);
- Knowledge of services available to low-income and homeless persons in Deschutes County through Bethlehem Inn and other agencies or the demonstrated ability to obtain such knowledge;
- Demonstrated ability to supervise others and work independently. Ability to appropriately assess a situation and take corrective action as necessary;
- Ability to write and speak clearly and concisely;
- Ability to exercise sound, independent judgment;
- Maintain a high level of confidentiality;
- Dependable and flexible;
- Ability to write clearly and concisely and to communicate effectively in writing.
- Ability to communicate clearly and concisely orally;

- Analytical capability, ability to work effectively with data and identify trends, draw on history and recognize what has worked and what has not; and
- Valid Oregon driver's license required.

Preferred Qualifications:

(Qualifications which are desired in applicants, however applicants without these qualifications will not necessarily be excluded from consideration if they possess minimum qualifications.)

- Demonstrated ability to provide crisis intervention and to follow procedure in crisis situations;
- Understanding the issues surrounding homelessness, chemical dependency, and domestic violence;
- Knowledge of services available to low-income and homeless persons in Deschutes County through Bethlehem Inn and other agencies or the demonstrated ability to obtain such knowledge;
- Bilingual English/Spanish preferred.
- Up-to-date CPR/First Aid Certification

Physical Demands with or without reasonable accommodation:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to sit; stand; walk; use hands to finger, handle, or feel; reach with hands and arms; lift up to thirty (30) lbs; climb two (2) flights of stairs; and talk or hear. The employee is occasionally required to lift up to fifty (50) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus;
- Conditions may include working outside in inclement weather, working closely with others, working alone, working protracted or irregular hours including weekend and traveling by car or van;
- Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, copier, telephone, commercial stove and food preparation equipment (both electric and manual).

Work Environment:

(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- The work environment can be unpredictable depending on the time of day and resident activity. Bethlehem Inn is a fluid environment and a successful applicant should have the ability to think quickly on their feet and act with patience and compassion. Our residents are people with challenging needs often coming from chaotic circumstances. It is important for all staff to provide an environment of certainty and calm in what can sometimes be confusing situations. Knows when to involve staff in various situations.