Bethlehem Inn Job Description

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.

Position Summary:
The primary objective of this position is to oversee the day-to-day operations the Bend and Redmond sites, ensuring compliance and consistency of organizational guidelines and operations 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 Supervisor Duties & Responsibilities:
(Includes the following though other duties may be assigned)

- Supports operations and oversee consistency of programs in Redmond and Bend- Families and Individual Adults.
- Assists in the programmatic details of Families First program including community partners on site to see families, family inquiries, family intakes, and family case management.
- Acts as an ambassador for our Mission, Vision, and Values and maintains as a reliable informational resource for all staff.
- Ensures appropriate use and upkeep of facilities as it pertains to resident areas.
- Responds to operational issues in a timely manner in coordination with Program Directors as needed.
- Supports daily programmatic tasks, up to and including working scheduled program shifts.
- Overseeing thoroughness of staffs’ notes and documentations in software programs (Apricot, Communication Logs, etc.).
- Partners with Program Directors and Case Management Coordinator in overseeing case management for program participants.
- Carries high need/complex cases in case management as needed.
- Understands and follows adherence to Fair Housing principles; ensures the Inn’s policies and practices comply with State and Federal guidelines.
- Maintains HIPAA (Health Insurance Portability and Accountability Act compliance regarding confidential information related to program and residents.
- Understand and assist with resource mapping that would enhance self-sufficiency for residents and keep up to date with the process for accessing the available resources.
- Assist and participate in Continuum of Care tasks as assigned by Program Directors, designated as a proxy as needed.
- Participate in Homeless Leadership Coalition committee work, Built for Zero by-list list collaboration, and reports community updates and changes to Program Directors.
- Finds solutions for resolving complex situations and facilitates in the staffing of difficult situations.
- Collaborates with all departments to effectively and efficiently deliver services to our residents.
- Maintains positive and accountable staff, volunteer, resident, and vendor relationships.
- Effectively reviews resident incident report resolutions in a timely manner and ensures follow-up.
• Collaborates with Program Impact Analyst on resource referral tracking, non-resident assistance, case management trends and data quality.
• Provides organizational development to help maintain high staff morale and minimize staff turnover through professional guidance, training, motivating, and assist Program Directors in evaluating program personnel.
• Meets regularly with Program Directors to review workload and ensure continuity.
• Attends bi-weekly Program Meetings and monthly Staff Meetings.

Planning, Communication and Teamwork:
(Includes the following though other duties may be assigned)
• In collaboration with department managers, develops, builds and promotes a trauma-informed environment.
• Demonstrates capacity to serve diverse people in a culturally sensitive and non-discriminatory manner.
• Communicates in a positive and effective manner Bethlehem Inn’s mission and programs to residents and general public.
• Works with program staff to help hold residents accountable for their actions in accordance with our rules and guidelines. When necessary, responds immediately and appropriately to violations.
• Ensure that established Standard Operating Procedures (SOPs) are followed and consistent.
• Plans, prepares and participates in designated committee 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 effectively multi-task.
• Forward thinking, demonstrates good time management and ability to reprioritize in an ever changing environment.
• Maintains ongoing communication with all departments, staff and volunteers.
• Conducts rounds regularly, alert for suspicious/illegal activity and responds accordingly.
• Checks email and voicemail communications and responds to requests 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:
• Demonstrated excellence in computer skills with proficiency in MS Office and the ability to move easily between programs; works with IT vendor for computer and computer system needs and issues;
• 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 or equivalent experience in related field or five years experience in a leadership role at a social service environment;
• Oregon Food Handler’s Card;
• Knowledge of services available to individuals experiencing homelessness in Central Oregon or the demonstrated ability to obtain such knowledge;
• Demonstrated ability to delegate to others and work independently. Ability to appropriately assess a situation and take corrective action as necessary;
• Ability to exercise sound, independent judgment;
• Maintain a high level of confidentiality;
• Dependable and flexible;
• Ability to write and speak clearly and concisely and to communicate effectively;
• 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, mental health, 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 and act with patience and compassion. Our residents often are people with challenging needs and can come 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.