PROGRAM DESCRIPTION AND JOB SUMMARY

The Primavera Foundation is a non-profit community development organization that has been providing pathways out of poverty and strengthening the Tucson community since 1983, through a variety of programs and services. The Program Manager for Shelter Services will oversee the operations of three emergency shelter programs, provide leadership for staff, and implement policies and practices to ensure successful program outcomes. The Primavera Men’s Shelter provides emergency shelter for up to 100 men on a nightly basis. Family Pathways provides shelter services for ten families with minor children in the home at any point in time using a scattered site model. Casa Paloma provides a safe place for women to move toward self-sufficiency through the operation of a weekday drop-in program and short-term shelter and transitional housing for nine women at any point in time.

The successful candidate will be a proactive leader who is driven to accomplish, articulate, personable, and highly-structured, with a history of success in leading others and delivering specific program results and positive outcomes.

DUTIES AND RESPONSIBILITIES (Work assignments may vary depending on the department’s needs and will be communicated to the applicant or incumbent by the leadership):

- Implement and oversee operating policies and procedures for the Men’s Shelter, Family Pathways, and Casa Paloma, ensuring consistency with Primavera standards, government partner regulations, service delivery standards and other contractual responsibilities.
- Review and evaluate programmatic shelter activities, making suggestions for change as needed to maintain best practices, increase effectiveness, and ensure the programs meet the needs of participants, funders, and the community.
- Monitor ServicePoint/HMIS and ETO data quality reports ensuring compliance with agency and funder data standards.
- Conduct regular audits of participant files according to agency policy.
- Ensure confidentiality of participant information at the three programs.
- Hire, train, and supervise program employees.
- Schedule and hold regular 1:1 meetings with program staff and conduct at a minimum a monthly staff meeting at all shelter locations as well as collaboratively across shelter programs.
- Prepare a biweekly schedule for program staff ensuring proper coverage and effective utilization of staff hours, which may include cross-training and scheduling at the various locations.
- In collaboration with leadership from Primavera Works, provide training and supervision to Primavera Works temporary workers assigned to shelter programs, facilitating communication and coordination between shelter program staff and staff from Primavera Works.
- In collaboration with the Volunteer Coordinator, ensure training and supervision of volunteers.
• Work with staff to manage the donations of resources for participants and ensure proper disbursement and storage.
• Oversee the ordering of all supplies ensuring compliance with established budgets.
• Monitor and ensure adherence to the shelter budgets.
• Provide input for the program budgets in conjunction with the Chief Operating Officer.
• Coordinate meal team assignments for the Men’s Shelter with the Volunteer Coordinator and ensure meal teams are met upon arrival.
• Ensure compliance with food handling regulations at the Men’s Shelter and Casa Paloma.
• Ensure compliance with safety and health regulations working closely with the maintenance/properties departments on areas of concern.
• Work collaboratively with Primavera program managers and directors to ensure access to services across Primavera’s continuum.
• Attend meetings as required including but not limited to program leadership meetings, quarterly all staff, and Tucson Pima Collaboration to end Homelessness committee meetings as assigned.
• Respond to emergency after hour calls.
• Demonstrate adherence to Primavera’s guiding principles of integrity, respect, accountability, compassion, and leadership.
• Demonstrate and voice support for all Primavera programs when interacting with participants, volunteers and the general public.
• Other duties as assigned by leadership.

**KNOWLEDGE, SKILLS, AND ABILITIES**

• Knowledge of issues facing single men, single women, and families with children experiencing homelessness.
• Good collaboration and team building skills with the public and program staff.
• Ability to effectively communicate orally and in writing.
• Ability to perform duties and responsibilities with minimal supervision.
• Ability to multi-task, demonstrate resourcefulness and flexibility.
• Ability to ensure compliance with health and safety regulations.
• Ability to work flexible hours that may include evenings and weekends.

**MINIMUM QUALIFICATIONS**

• Bachelor’s degree in social service or related field and a minimum of three years management experience.
• Three years supervisory experience supervising direct service staff.
  Note: A combination of education and experience may be accepted in lieu of degree.
• Computer proficiency with Microsoft Windows, Word, Excel, the internet, email and a minimum of one year experience using a database to maintain client data.
• First Aid/CPR certification or ability to obtain.
• Level 1 fingerprint clearance card from the State of Arizona or ability to obtain.
• Reliable transportation, a valid driver’s license, a clean driving record, and proof of current registration and insurance coverage to attend off site meetings and travel between locations.

**PREFERRED QUALIFICATIONS**

• Bilingual (English/Spanish)
• Master’s degree in social service or related field
• Minimum of two years management experience with a program for people experiencing homelessness, preferably in a shelter setting.
PHYSICAL ENVIRONMENT/CONDITIONS

- Ability to work in a busy environment (both inside office setting and outside courtyard areas) with moderate noise level.
- Ability to work at desk workstation and throughout common areas, standing, bending, stooping, climbing stairs, and ability to lift and carry up to 25 pounds.
- Visual acuity to discern data and information and hand dexterity to enter information into computer systems.

(This job description is intended to indicate the basic nature of the position and examples of typical duties that may be assigned. It does not imply that all positions within the job description perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned. Successful candidates will be able to perform the essential functions of the position, with or without reasonable accommodations.)

The Primavera Foundation is committed to a discrimination-free workplace and to providing equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, creed, religion, gender, gender identity, sexual orientation, national origin, age, pregnancy, mental or physical challenging condition, marital or family status, amnesty, political affiliation, status as a covered veteran, or other protected characteristic in accordance with applicable federal, state, and local laws.

To apply for this position, please submit a cover letter and resume via email to jobs@primavera.org.