

# VACANCY: Warming Center and Safe Parking Supervisor

Full-Time, Exempt

Start Date: September 1, 2020

Compensation: DOE



**5Cities Homeless Coalition** is an AA/EEO Employer.

To apply for this position, complete a 5Cities Homeless Coalition Application for Employment, and email it along with a current resumé to [Charlotte.Alexander@5CHC.org](mailto:Charlotte.Alexander@5CHC.org). Applications available online at [5CHC.org/employment](http://5CHC.org/employment).

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5Cities Homeless Coalition is transforming lives in San Luis Obispo County. The Coalition strengthens the community by mobilizing resources, fostering hope, and advocating for those who are homeless or facing homelessness. Our efforts focus on helping the most vulnerable in our community maintain dignity while working toward a new home (or retaining their home). Our work goes beyond the immediate, to ensure clients have the plan, skill sets, education and financial means to be successful and self-sufficient. Since its inception in 2009, 5Cities Homeless Coalition has developed strength as a community leader by working closely with other community agencies and organizations, and has become the "go to" agency for housing and supportive services. We are working to build an engaged community that understands the complexities of homelessness and actively shares the responsibility of creating and implementing solutions to reduce it. 5CHC operates services throughout San Luis Obispo County, with a special focus in South County, connecting our clients to a comprehensive continuum of homelessness prevention, street outreach, employment preparation and placement assistance, individualized case management, supportive services, and housing solutions.

## Position Summary

Under the supervision of the Program Manager, this supervisory position is responsible for the day-to-day operations of the severe weather Warming Center during the rainy season, and the Safe Parking case management program (in development). This position coordinates services, staff and volunteers, and provides on-site management for both program. This includes opening and resourcing shelter, recruiting, training and coordinating volunteers, making sure the needs of guests are addressed, and managing any conflicts that may arise.

The Coalition is preparing to open an overnight Warming Center to provide a safe, warm and dry place for homeless adults to find shelter on winter nights with predictions of temperatures at or below 40°F, or stormy weather with rain forecast of at least 50%, between November 1, 2020 and April 30, 2021. The Warming Center operates between 5:00 pm and 9:00 am. The supervisor provides complete oversight of the Warming Center including coordination of meals, staffing, volunteers, set-up and breakdown, and is responsible for maintaining the health and safety of homeless adults who are in need of emergency shelter from inclement weather.

The Coalition also is preparing to operate a concurrent Safe Parking program between 5:00 pm and 9:00 a.m. that will not be weather dependent. The supervisor provides complete oversight of the Safe Parking program including coordination, staffing, volunteers, set-up and breakdown, and is responsible for maintaining the health and safety of homeless adults who are engaged in case management through the program.

## Responsibilities

The following reflects management's definition of essential functions for this job, but does not restrict the tasks that may be assigned. Management may assign or re-assign duties and responsibilities for this job at any time due to reasonable accommodation or other reasons.

- Work collaboratively with case management staff and community partners for case conferencing, and other client-related needs.
- Design and facilitate meetings for clients in partnership with the Program Manager.

- Provide guidance to staff and assist with conflict management/mediation in the absence of the Program Manager.
- Support Program Manager with staff and volunteer scheduling.
- Provide supervision to Warming Center and Safe Parking monitors and guidance as needed.
- Communicate clearly and consistently with Program Manager.
- Coordinate training of staff and assist with on-boarding process for core staff.
- Ensure that program documentation is complete for all client interactions (incident reports, program violations, case notes, etc.).
- Oversee volunteer training and ongoing supervision.
- Maintain a safe, friendly, supportive and inviting environment.
- Work compassionately with those who have difficulty engaging with service providers.
- Effectively resolve conflicts among participants, and de-escalate potentially violent situations.
- Monitor participant activities and food distribution.
- Ensure participants adhere to rules, especially related to behaviors that are unsafe – if necessary, notifying public safety personnel to help with clients who exhibit inappropriate or unsafe behaviors.

### **Expected Proficiencies**

- Be a highly-motivated self-starter, with proven ability to develop creative solutions.
- Ability to coordinate multiple projects simultaneously in a high-pressure and time-sensitive environment.
- Ability to use computers and proficiency in Microsoft Office software, particularly Excel.
- Display a high level of initiative, effort and commitment towards completing assignments efficiently.
- Possess well-developed decision-making skills and attention to detail with a high level of accuracy.
- Possess excellent time management skills and the ability to work with minimum supervision.
- Possess a professional demeanor and the ability to exercise good judgment, and is a quick learner as well as proactive.
- Ability to excel both individually and in a diverse, collaborative team environment.
- Ability to handle sensitive and confidential client, employee and donor information and situations.
- Ability to remain calm in demanding and unpredictable situations.
- Ability to meet face-to-face with homeless individuals of diverse backgrounds and disabilities, including physical, mental, substance abuse, HIV/AIDS, etc.; able to develop rapport, provide information, and refer with sensitivity to cultural issues.

### **Minimum Qualifications**

- Possess excellent written and oral communication skills.
- Demonstrate excellent interpersonal skills.
- Previous experience with social services and/or homeless populations preferred.
- Bilingual Spanish a plus.

### **Other Requirements**

- Successful completion of background screening.
- Must have reliable transportation, a valid California driver's license and proof of auto insurance, and must be able to qualify for employer insurance coverage.
- Current tuberculosis test.
- Must be able to work flexible hours which may include evenings, weekends and holidays.

**Physical Demands**

*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 frequently required to stand, sit, walk, stoop, talk, hear, reach above and below shoulders; use hand and finger dexterity, keyboarding and making and receiving telephone calls. The employee may be subjected to outside environmental conditions. The employee may be required on occasion to lift and or carry up to 20 lbs.

**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 employee may be in contact with individuals and families in crisis who may be ill, using alcohol and drugs, and who may not be attentive to basic personal hygiene, health and safety practices. The employee may experience a number of unpleasant sensory demands associated with the client's use of alcohol and drugs, and lack of personal hygiene. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations. The noise level in the work environment is usually moderate in an office setting. Sometimes work may become stressful when working under pressure.

*5Cities Homeless Coalition is an Affirmative Action/Equal Opportunity Employer and does not unlawfully discriminate on the basis of race, color, religion, creed, national origin, sex, marital status, age, the presence of any disability except where such is a bona fide occupational qualification, or any other protected status covered by federal and state law. This vacancy announcement does not constitute an employment agreement between the employer and employee, and is subject to change as the needs of the employer and requirements of the job change.*