



Shelter Assistant Manager Job Description

Path Home empowers families with children to get back into housing and to stay there. Our programs work: 87% of families keep their housing long term. Programs include Outreach, Family Village Shelter, Rapid Re-Housing, Prevention, and Basic Income Guarantee. Annually, Path Home provides culturally competent, trauma-informed services to more than 550 families.

Path Home believes that intentional, systematic racism and oppression are primary causes of homelessness, and we are working to dismantle systems of oppression within our own organization and the community as a whole. We serve a very diverse group of families, and our goal is to have a staff that reflects the diversity of our families.



Organization: Path Home

Job Title: Shelter Assistant Program Manager

Reports to: Shelter Program Manager

Job Specifics: Full time at 40 hours per week, salaried. Will work overnight shifts from 9pm -5am, M-Th. The remaining 8 hrs. per week are flexible and will be scheduled in coordination with the Shelter Manager to meet the needs of Path Home.

Compensation: \$68,000 annually (increased wages for people who speak Spanish)

Benefits: Full health and vision insurance (Regence), and dental insurance (Moda). Option to add family at employee's pre-tax expense. Path Home will contribute an amount equal to 2% of the employee's total annual salary into a Simple IRA. Eligible for Employee Assistance Fund and paid Sabbatical after 7 years.

Paid Time Off: Three weeks of Paid Time Off (120 hours) plus one week of Paid Sick Time (40 hours) annually. Path Home also recognizes 11 paid holidays throughout the year.

Close date: Open until filled with a rolling application process. The first review of applications will take place on January 5. The second review will take place on January 12.

Path Home values diversity in its workforce and is an equal opportunity employer. We encourage people from diverse backgrounds to apply for this position, including people of color, people with disabilities, immigrants, people with lived experience, members of the LGBTQ+ community, and people with criminal backgrounds.

Overview:

Path Home operates the Family Village shelter for 17 families with children located in the Lents neighborhood of Portland. Each family gets their own private sleeping space and has access to a variety of common spaces including a library, computer lab, kids play areas, basketball court, playground, picnic areas, and more. Families at the shelter have access to three meals and snacks each day, served in a shared dining room.

Family Village shelter has been designed using trauma-informed design and architecture, which research shows to help people heal from the crisis and trauma of homelessness and can lead to

better outcomes - things like shorter shelter stays and greater success moving into housing. Shelter coordinators are the group of staff who collectively work to make Family Village shelter a safe, peaceful, and trauma-informed space for a very diverse group of families who access the shelter.

Path Home has a Shelter Program Manager and an Assistant Shelter Program Manager to provide high quality service to families residing at Family Village. The Shelter Program Manager and the Assistant Shelter Program Manager are the leaders that motivate and empower the Shelter Team members to do their best work serving families with children while also providing accountability to ensure excellence in program delivery.

This position will provide weekly staff supervision of and support to the Sunrise Shift Shelter Coordinator team and will cultivate Path Home's unique culture within the Sunrise shelter coordinators, ensure program guidelines and procedures are followed, improve processes and procedures, and provide guidance and leadership for the team. This position leads a team of 3 full-time staff, one weekend part-time sunrise position and provides oversight for any on-call staff who may be working when full-time staff are absent. This position will report to the Shelter Manager. The hours of the Sunrise Shift are 11:00 pm - 7:30 am. The Assistant Shelter Manager will work overnight hours, primarily shift hours 9 pm - 5 am Monday - Thursday with flexibility from Friday - Sunday to meet a total 40hr work week requirement and the needs of Path Home.

Specific Job Duties:

Staff Leadership, Supervision, and Development

- Create an effective team environment through leading, motivating, and inspiring staff.
- Recruit, interview, hire, train, supervise, and evaluate shelter shift team members according to Path Home's equitable hiring process and evaluation system.
- Provide weekly documented supervision of each full-time sunrise team member. Conduct staff evaluations and provide ongoing feedback for each team member, including documenting all feedback in employee files with the HR department.
- Work with each full-time shelter coordinator to create individual professional development plans to help them learn new skills and develop as leaders.

Shelter Operations and Team Accountability

- Understand and support shelter coordinators in upholding shelter community guidelines to ensure smooth shelter operation, emotional and physical safety of families residing in shelter, shelter volunteers, and shelter staff. Support and hold staff accountable in upholding shelter guidelines as well.
- Work alongside sunrise team members to ensure that the nightly shelter routines are followed including shift checklists, logging shift notes, debriefing during shift change, preparing meals and snacks, cleaning and tidying the shelter, etc.
- Emphasize a strengths-based approach as Path home supports families in their efforts to move into permanent housing.
- Lead sunrise team meetings and build a high-performing, communicative team.
- Ensure the sunrise schedule is filled at all times, by supporting staff to find their own coverage or providing support in case of emergency. Delegate shelter workflow assignments to the sunrise team.

Service Delivery and Program Quality

- Ensure culturally competent, equitable, trauma-informed, and assertively engaged service delivery.
- Provide training on and reinforcement of the evidence-based practices Path Home uses,

including trauma informed practice, anti-oppression, assertive engagement, strengths-based and client-centered practice, motivational interviewing, and restorative justice.

Program Collaboration and Continuous Improvement

- Provide input to the Shelter Program Manager on how proposed shelter program changes would affect the sunrise team and collaborate on program changes to ensure that Family Village is meeting the needs of families in shelter.

Data Management and Documentation

- Monitor Monthly HMIS Data Quality Reports by addressing identified issues.
- Enter and exit participant in HMIS and Apricot
- Accurately enter new participants into the shelter's live documents and update records when participants exit.

Skills and Abilities:

- Demonstrated success building relationships and collaborating with individuals and communities of diverse ethnicities, cultures, abilities, faiths, and economic backgrounds.
- Good written and verbal communication skills.
- Decision making skills - helping lead a group to consensus, making decisions under pressure, taking responsibility for the outcome of decisions.
- Conflict resolution and problem resolution skills.
- Takes initiative to improve our shelter programs and coach our shelter team.
- Good organizational skills, with the ability to coach others on how to be organized.
- Ability to delegate and positively hold people accountable for accomplishing their tasks.
- Ability to motivate a team of people to work together in a healthy, productive environment.
- Performance management of staff - provide clear expectations, coaching, and positive accountability.
- Experience selecting and developing people to work on a team.
- Experience working with families or individuals who experience homelessness is a plus.
- Experience working with methods of service delivery such as Housing First, Rapid Re-housing, Strengths-based Practices, Assertive Engagement, and Client-centered services. We provide ongoing and continuous training on methods of service delivery we use at Path Home.
- Commitment to non-judgmental, non-violent, and holistic responses to those in need.
- Expertise with computers, software, and databases is required, including Microsoft Office, Google Drive (G Suite).
- Essential job functions may include bending, stooping, kneeling, squatting, twisting, reaching, pulling, and lifting heavy objects.
- Fluency in Spanish or other languages is desirable and comes with a pay increase.

Minimum Qualifications:

- Minimum of one year of experience working within the social service system or with low-income or at-risk populations.
- Minimum of one year of management or leadership experience; social service or nonprofit settings are a plus.
- An understanding of the effects of trauma and how it impacts families.
- Commitment to non-judgmental, non-violent, restorative responses to those in need.
- Demonstrated success building relationships and collaborative efforts with individuals and

communities of diverse ethnicities, cultures, abilities, faiths, and economic backgrounds.

- Must be self-motivated and work well in an unstructured environment.
- Intermediate competency with computers and basic software is required, including Microsoft Word, Excel, Google Drive, and HMIS or other database systems.
- Fluency in Spanish or other languages is a plus.

To Apply:

Send your resume and cover letter in .pdf format to shelter-hiring@path-home.org with your name and the job title, "Shelter Assistant Manager," in the subject line. We do not accept calls, unless you are requesting a reasonable accommodation for a disability. To request a reasonable accommodation, please contact Angela at angela.m@path-home.org or 971.378.2997.

path home values

collaboration • compassion • mutual respect • human connection • equity
inclusion • accountability • stewardship • excellence • innovation • engagement