



**Administrative Office**  
**987 Airway Court**  
**Santa Rosa, CA 95403**  
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Catholic Charities of the Diocese of Santa Rosa, a non-profit and the largest human services provider in the North Bay, serves the most vulnerable regardless of their religious, social, or economic background. We challenge poverty, counsel immigrants, and care for our seniors by supporting the dignity and independence of all we serve. We support, educate, create opportunities, ensure the well-being of our staff, and engage community leaders in the betterment of those most in need.

## **JOB ANNOUNCEMENT: Assistant Director of Shelter Programs**

### **Position Summary**

The Assistant Director of Shelter Programs oversees the operations of the shelter programs within the shelter and housing department including facilities, grants management, reporting related to grants compliance, human resources, accreditation, systems operations and enhancements and program management. The Assistant Director plays a key role in meeting agency goals for compliance, data analysis and reporting. The Assistant Director ensures strengthened as well as the creation of new community partnerships in support of the agency's mission.

The Assistant Director will have direct programmatic oversight of all shelter services including the Family Support Center, Sam Jones Hall, Nightingale Respite programs, and Rainbow House/Napa programs. Responsibilities include oversight of Housing Navigation (shelter case-management) and shelter facilities/operations. This position is full-time, exempt with a starting salary of \$62,000 to \$70,000 annually.

### **Essential Functions**

- Responsible for program planning, organizing, operating and staffing. Will work closely with the management team to strengthen programming and streamline processes across programs. Provide leadership on staff development across programs with a particular focus on providing a thorough training program. Inform the Director of program issues, changes, and accomplishments.
- Assist with data integration of the shelter and housing programs, including planning, reporting and data analysis of activities as required by the agency and funders. Assist with requests for data and reporting which ensures compliance with grants, funder and agency requirements.
- Assist with administering grants including Housing and Urban Development, Continuum of Care, Emergency Solution Grants, local grants, private foundations and more. The Assistant Director will also assist the Director with the Community Development Commission's administration requirements. Manage program aspects of the annual budget and assist with budget implementation.

- Strengthen relationships with other service providers to improve service delivery to clients and serve on community committees as directed by Director of Shelter and Housing.
- Develop, evaluate and manage supervisory staff working with shelter and housing services. Ensure supervisors and program staff is aware of agency policies and use the policies in the daily administration of program and staff issues. Ensure all service sites have adequate standard and emergency staffing for delivery of services. Facilitate and/or conduct routine staff meetings and training sessions; document according to accreditation standards.
- Support the implementation of policies and procedures in line with accreditation standards. Implement performance and quality improvement process(es) in compliance with agency's process. Ensure that management informs and supports employees in departments or programs to understand policies and procedures and implementation, accordingly.
- Measure performance and improve the quality of services in all department programs. Will also work to create ongoing opportunities for staff members to provide feedback on program operations. Work closely with agency senior staff and other employees to ensure a good working relationship across departments/programs.
- Ensure appropriate control and review of all facilities, equipment and resources of the programs. Ensure routine maintenance and security planning for safety of staff, clients and facilities.
- Develop and manage a comprehensive outreach/ working relationship with stakeholders including other shelter providers, elected officials, business people and neighborhood residents. Maintain awareness of changes in market and community processes that can impact shelter services; bring forward prospective recommendations to deal with expected changes. Represent agency in public and private forums on the subjects of the services within the Manager's control.
- Working with the Program Director, help design and implement a department wide training program whose goal is to better equip staff to handle changing demands.

**NOTE: Catholic Charities considers this position to be a mandated reporter of elder and child abuse.**

#### Other Responsibilities

- Work with Diocese of Santa Rosa and local parishes as needed.
- Perform other related duties as assigned.

#### Agency Culture

The business and social environment we operate in has changed. What worked yesterday may not work today and will likely not work tomorrow. To thrive, we must incorporate new ways of thinking and embrace new practices. As part of our individual and agency cultural change process, it is critical that all employees of Catholic Charities aspire to the following:

- *A commitment to the agency's mission, vision, and values;*

- *A commitment to excellence in everything we do;*
- *A commitment to accreditation as well as performance and quality improvement;*
- *A commitment to outcomes and measured results;*
- *A commitment to innovation and to what is possible.*

### **Education, Experience, and Skills Required**

- A bachelor's degree and 3-5 years' management experience; Master's degree preferred as well as previous experience in homeless and/or human services.
- Strong written and verbal communication skills; organizational, conflict resolution and fundraising skills.
- Ability to lead, organize, inspire people from all walks of life; understanding of people from different cultures and value systems.
- Prior experience and understanding of causes of homelessness; familiarity with street people.
- Demonstrated ability to develop and manage complex program budgets.
- Cooperative, friendly, and helpful attitude with clients and co-workers. Ability to work closely with other employees to ensure positive, constructive environment within the program or department, and throughout the agency.
- Ability to thrive in a flexible, fast-paced and growth-oriented environment, while maintaining a sense of humor and a positive, solution-oriented approach.
- Passion and enthusiasm for the mission of CCDSR and its clients.
- Possess valid driver's license; at least state required minimum of auto insurance.
- Computer literacy required, including experience with Excel, Outlook, Word, etc.
- Bilingual (English/Spanish) preferred.
- Must pass fingerprinting prior to start of employment.

### **Physical Requirements**

- Requires ability to sit up to 3-6 hours per day with intermittent occasional walking, standing, and bending.
- Occasionally may be required to lift items up to 10 pounds to a height up to 3 feet.
- Occasionally may be required to carry items up to 10 pounds for distances up to 500 feet.

### **PERKS**

**10 Vacation days per year**

**13 Holidays per year**

**Very Affordable Health, Vision and Dental Insurance**

**Referral Bonus for employees**

**403b Plan with 5.5% contribution**

**Premium Pay for Overnight Shifts**

**Team Spirit and Supportive Work Environment**

**Great Organizational Mission**

**Equal Employment Opportunity – M/F/D/V**

Visit [www.srcharities.org/careers](http://www.srcharities.org/careers) for an online application.

We look forward to receiving your completed application resume and cover letter.

Open until filled.