



The **Harbor Hall Program Manager** is the point of contact for all male residents of the sheltered housing program during their stay at Harbor Hall. This individual, as part of the Leadership Team of Love in Action, will support the work of the Sheltered Housing Director and represent the Ministry Center in their absence. The goal of this position is to develop and nurture relationships with residents, encouraging and equipping them to become self-sufficient and productive members of society. As a servant leader, this individual models Christ-like love, hope, and grace with a passion to serve others.

Supervision

This position will report directly to the Sheltered Housing Director.

Duties and Responsibilities

- Oversee the day to day operation of the Harbor Hall Sheltered Housing Program.
- Schedule and oversee all Shift Supervisors, RA Volunteers, and Case Manager to ensure 100% coverage and supervision of Harbor Hall, including holidays, evenings, and weekends.
- Meet with each resident upon moving into Harbor Hall to discuss and develop with them a personalized “Plan for Success”.
- Meet with each resident a minimum of once per week to discuss progress, priorities, goals, and challenges they may be facing.
- Conduct an interview with each prospective resident and schedule panel interviews.
- Oversee the “move-in day” process with all new residents.
- Work with the Sheltered Housing Director in decision-making for all applicants to the program.
- Develop weekly schedules for each resident (there is an expectation that each resident’s schedule will reflect a full day of planned, life-enriching activity).
- Log case management notes in resident files on a weekly basis.
- Maintain confidentiality and good boundaries with residents at all times.
- Create clear expectations and hold residents accountable for all assignments given.
- Connect residents with local, state, and government resources based on their needs.
- Assign outside agency counseling for each resident based on their needs.
- Attend all weekly sheltered housing meetings and monthly all-staff meetings.
- Weekly updating and reporting of resident roster and “wait list” numbers to Sheltered Housing Director.
- Minister biblical guidance to residents to encourage Christ-likeness in their attitudes and behaviors.
- Assist the Sheltered Housing Director with other duties as assigned.

- Develop and nurture relationships with volunteers helping them feel appreciated and equipped for their tasks.

Skills and Abilities

- An individual in this position strives to maintain sound judgment, good listening skills, patience, understanding, compassion, and discernment at all times.
- Maintains a firm but friendly attitude that fosters a desire to strive for excellence.
- Demonstrates flexibility and is open to change.

- Ability to work efficiently as a team player.
- Ability to communicate effectively and honestly both verbally and in written form.
- Ability to encourage and motivate others.
- Exhibits strong leadership skills.
- Exhibits good time-management skills.
- Demonstrates sensitivity to working within a variety of racial, cultural, ethnic, and economic situations without judgment.
- Exhibits sound conflict resolution skill.

Qualifications

- Professes Jesus Christ as his personal Lord and Savior and is able to provide a personal testimony of receiving Jesus Christ as personal Lord and Savior.
- A member in good standing with an evangelical church.
- Demonstrates a firm understanding and adheres to developmental ministry practices and is able to help without hurting.
- Bachelor's degree in social work, human services, addiction recovery or related field preferred.
- Previous experience in case management preferred.
- Maintains a working knowledge of Microsoft Office software.
- Expresses the confidence to share their faith with others.
- Models Christ's love, demonstrates hope, and extends grace.
- Models servant leadership and have a heart of service.
- Knowledge of referral agencies and ministries of Love in Action.
- Demonstrates experience using office equipment, computer network, security system, and multiple phone lines.

Financial Compensation

This is a full-time hourly position starting at 40 hours per week. Checks are received bi-weekly. Reviews will be conducted annually on your hire date.

Schedule

The work week will consist of Monday – Friday (various hours) with a minimum of once per month on Saturday or Sunday.