

## Job Description: Manager of Sites and Guest Experience

**Status:** Full-time Exempt

**Reports to:** Assistant Director

**Currently Supervises:** Interim Housing Coordinators

**Schedule:** 8-hour shift | Mon-Fri (some weekends)

**Work Location:** In-person

**Salary Range:** \$42,000 - \$45,000

### Our Mission

Lincoln Park Community Services (LPCS) brings communities together to empower individuals facing homelessness and poverty to secure stable housing and make sustainable life changes.

### Job Summary

For Guests of the LPCS Interim Housing Program to reach their maximum potential, each needs a stable, safe, healthy, positive place in which to make life changes. The Manager of Sites and Guest Experience is responsible for leading a team that is responsible for establishing and maintaining a safe, healthy, and respectful relationship with Guests, staff and volunteers. Guests will become more invested in their own life changes when they feel connected to something larger than themselves – a community. The Manager of Sites and Guest Experience makes sure that all Guest within the facility have their needs met through activities and responsibilities of Interim Housing Coordinators and Associates. Further, this role connects with various agencies, partners and community leaders to identify and acquire resources to support the shelter and the Guests.

### Responsibilities

- **Programs and Services**
  - Oversee the development and provision of services for all Interim Housing Guests, Drop-In Services and Overnight Shelter.
  - Provide engagement and support to make sure that Guests have their basic needs met (meals, showers, laundry, clothing, etc.) to Guests experiencing street-based homelessness who attend various programs throughout LPCS.

This includes providing oversight to Interim Housing Coordinators and Associates, engaging with team members to understand and meet the needs and requirements of shelter Guests in each facility. Help team members provide referrals for appropriate services with a focus on assisting Guests with entering more stable housing.

- Review and evaluate Shift Reports for activity, completeness and feedback, as well as site needs listed.
  - Review Intake and Exit assessments for IH guests in the Homeless Management Information system (HMIS) and Reports in Client Track.
  - Serve as a Task Supervisor to Interim Housing Associates and Coordinators and Guest Experience Coordinators, as well as any student interns or volunteers on duty in the site. Work collaboratively with other staff to provide a continuum of services and housing options for Guests and to ensure healthy functioning within the LPCS and the larger community.
  - Establish and maintain partnerships with other social service agencies. Work closely with referral and referring agencies to ensure continuity of services for each guest.
  - Collaborate with Drop-In and Outreach Teams to maximize program and Guest potential
  - Develop and Manage schedules of team members in both locations; Provide coverage, occasionally as needed.
  - As part of the management team, rotate within the on-call schedule to provide after-hours support to LPCS Guests.
  - Report Guest issues to Case Management Team and Supervisor
  - Collaborate on new programs and program expectations with staff team
  - Create and Execute team goals with Program Director and Assistant Director
  - Make recommendations for site improvement
- **Operations and Administration**
    - Create daily and monthly reports of Site Statistics (Open Beds)
    - Completes Monthly menus and food orders ; Manages all supply orders
    - Certifies that staff and volunteers, where necessary, adhere to all safety standards and food protocols
    - Facilitates a clean and healthy environment for Guests in and around the facility
    - Attend all-staff meetings.
    - Attend assigned trainings.

- Maintain accurate and confidential client files using internal systems and the city's HMIS database.
- **Communications and Public Relations**
  - Represent the LPCS within advocacy groups, member organizations, and community organizations and to visiting volunteers and groups.
  - Attend LPCS' events and activities

## Performance Competencies

- **Leadership** – Consistently accomplishes the expected objectives and takes on extra tasks or projects as required or necessary. Maintains a positive, achievement-oriented attitude and influences others to do the same. Takes initiative with and is proactive in approach to accomplishing tasks. Ability to make decisions and take actions consistent with organizational goals.
- **Initiative** – High level of interest in role development, high degree of motivation, and willingness to improve performance and increase job knowledge.
- **Judgment** - Uses discretion in making decisions within the scope of their job. Refers decisions beyond their scope to supervisor. Discretion in handling confidential material.
- **Communication Skills** – Includes the ability to express ideas effectively whether face to face or in writing in both individual and group situations. Adjusting tone and terminology to the needs of the individuals with whom team member is communicating. Openly exchanges information in a timely manner. Knows who to keep informed. Uses confidential information with discretion.
- **Planning And Organization** – Ability to schedule workload, set priorities and manage time in order to complete assignments and fulfill responsibilities.
- **Management Of Resources** – Ability to use time, money, technology, and people as efficiently and effectively as possible. Makes suggestions to improve the resources that pertain to incumbent job responsibilities.
- **Focus** – Interaction with internal and external personnel. Requires putting self in other's place, anticipating and meeting needs quickly and accurately. It also means following up and monitoring situations to be sure everyone is satisfied.
- **Teamwork** – Ability to interact and develop relationships with co-workers, give and receive constructive input, contribute ideas and viewpoints, adapt to changing circumstances and expectations and commitment to understand and remedy interpersonal conflicts.

- **Technical Knowledge** – Individual’s ability to demonstrate the specific skills necessary to the position using industry procedures, tools, and equipment necessary to accomplish required tasks.
- **Work Habits** – Demonstrate commitment, dedication, cooperation, positive behavior, adaptability, and flexibility with changes in jobs duties. Being able to anticipate change and bring about changes when they are needed with proper professionalism.
- **Creativity** – Uses unique approaches and inventiveness. Seeks new alternatives and ideas. Takes appropriate action, and is efficient, resourceful, and creative in attaining position objectives. Ability to be self-directed.
- **Business & Organization Knowledge** – Having knowledge of and understanding issues surrounding homelessness and the needs of our Guests and seeing how the this position and knowledge plays an important role in the success of LPCS and of the individuals whom we serve/support. It also includes the ability to acquire new knowledge of our homeless services and using this information.

## Qualifications

- Bachelor’s degree in Psychology, Social Work, Counseling, or a related field, or equivalent experience, is required
- Minimum of three years of experience with homeless, mentally ill, and substance use recovery populations.
- Demonstrated ability in applying Housing First, trauma-informed care, and harm reduction strategies in a leadership role.
- Experience with homeless and at-risk populations.
- Skilled in group facilitation within diverse environments.
- Understanding of the social, economic, and cultural challenges facing homeless populations in Chicago.
- Proficient in Microsoft Word and Excel, with the ability to effectively use and manage relevant databases. Quick learner of new software tools specific to shelter operations.
- Bilingual in English and Spanish preferred.
- Strong written and verbal communication skills.
- Program evaluation experience preferred.

## Equal Employment Opportunity Statement

Lincoln Park Community Services (LPCS) is an equal opportunity employer. LPCS does not discriminate on the basis of race, color, religion, marital status, age, national origin,

ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law. All aspects of employment including the decision to hire, promote, discipline, or discharge will be based on merit, competence, performance, and organizational needs. Our goal is to be a diverse workforce that is representative of those we serve.

### **Other Considerations**

**NOTE:** *This job description is not intended to be all inclusive and employees may perform other duties as assigned.*

### **Benefits**

- Dental insurance
- Health insurance
- Life insurance
- Paid time off
- Retirement plan
- Vision insurance