



PO Box 285 ° Corvallis, OR 97339
PO Box 1984 ° Albany, OR 97321
1-800-901-2904
www.jacksonstreet.org

Position: Shelter Assistant Manager

Purpose: To support the Shelter Manager in the management of the two shelters, including guiding the day-to-day operations and the supervision of staff. The ideal candidate will bring a passion for working with marginalized populations, experience with youth and be able to support the agency's goal to end youth homelessness.

Responsibilities:

General-

- Help support Shelter Manager in the day-to-day operation of shelter services
- Provide guidance and support for programming including supervision of our emergency shelter staff
- Act as an agency liaison in the community including representing the agency in community meetings
- Provide supervision to assigned staff and or interns
- Assist in training and supervision of employees, interns and volunteers as assigned
- Maintain and implement all Jackson Street policies, procedures, and Memoranda of Understanding/Contracts
- Conduct crisis intervention and collaborative problem solving, as needed
- Maintain professional boundaries with all Jackson Street training volunteers and interns
- Maintain knowledge and understanding of organizational continuum of care
- Make appropriate referrals to internal shelter and housing programs, case management, mental health, and life skills services
- Ensure compliance with all funding and licensing entities
- Maintain records and statistics in accordance with HMIS
- Participate in training and professional development activities
- Assist with billing documentation and requirements
- Perform other duties and assist in projects as assigned.

Shelter Operations-

- Develop a one-on-one positive and trusting mentor relationship with youth
- Provide structure, guidance, and cues to reinforce patterns of learning and helping the youth develop an understanding as to how things relate to each other
- Be available to cover shifts as needed including on-call supervisory support
- Assist in connecting youth to organizational services or other brief contact services, using harm reduction best practices
- Compiling information for monthly reports as needed
- Guide staff in conflict resolutions between youth and families
- Ensure that program supplies are stocked

Jackson Street helps youth 24/7/365

- Help communicate human resources and facilities maintenance needs to the appropriate department

Community Outreach-

- Engage in the surrounding communities to build relationships and understanding of local culture, geography, demographics, needs, and economic conditions
- Maintain relationships with local organizations, agencies, and businesses to provide services to RHY
- Consult with teachers, guardians, probation officers, and community professionals, as appropriate
- Attend required and scheduled meetings (YSTs, IEP/504, outreach expansion collaborations)
- Knowledge of area service providers and provide appropriate referrals and information to youth and their families

Qualifications: Bachelor's degree in human services or equivalent field or minimum of two years experience in direct care with youth in crisis. Experience working with community based partners and social service agencies. An understanding and knowledge of adolescent developmental issues, evidence based practices, and alternative solution focused case management approaches to address objectives. Maintain an ability to work effectively both independently and as a member of an integrated team, relate effectively with youth, guardians, community, and referral sources; in a flexible, sometimes stressful, unstructured work environment. Demonstrate cultural sensitivity and ability to work with people from diverse cultural backgrounds, maintain confidentiality, engage in respectful and collaborative problem solving, and present with a professional appearance appropriate to the position. Must be able to pass a criminal history check, have a valid Oregon driver's license, have an acceptable driving record, maintain auto insurance, and be able to make at least a one year commitment to the position. ***An applicant who is QMHA, or bi-lingual/bi-cultural is preferred.***

Pay & Benefits: This position is full-time (40 hours/week) with pay scale range of \$35,568 - \$43,680/year (\$17.10 - \$21.00/hour), depending on experience and skillset. Benefits include paid time off and holiday pay; substantial employer contribution toward medical insurance; voluntary dental and vision plans; participation in the OregonSaves retirement plan, access to the Employee Assistance Program (EAP), and discounted personal wireless phone service for Verizon customers. Employees have access to extensive learning and development opportunities related to youth homelessness, along with job-specific opportunities to improve professional knowledge and skills.