



JOB DESCRIPTION

Support Services Manager: Sybil Smith Family Village Transitional Housing Program

GENERAL SUMMARY

The Support Services Manager is a full-time position scheduled from 8AM -5PM and primarily responsible for management of life skills programs and activities, front office duties and other responsibilities as set forth below. Support Services Manager ensures a safe, secure, comfortable, and supportive environment in a manner consistent with the philosophy, policies, and procedures of the program and agency.

PRIMARY JOB FUNCTIONS

- Works directly with residents to provide such things as new resident orientation (Sybil Smith and Dumas Wesley), life skills instruction and addresses major policy violations.
- Addresses immediate basic needs for families entering shelter including orienting family to facility, schedules, curfews, program rules and staff.
- Works closely with the Program Director to maintain communication, resident progress, statistical accountability and client testimonials.
- Works closely with Case Manager in interviewing potential transitional housing referral, as needed.
- Conducts all inventories of donations and logs all donations in a workable spreadsheet.
- Completes thank you notes for all donations.
- Promotes activities to increase competence with activities of daily living, parenting and independent living skills.
- Encourages residents' participation in volunteer opportunities at Sybil Smith and Dumas Wesley.
- Administers routine and/or random drug tests to residents, as needed.
- Schedules and maintains life skills calendar.
- Provides supplies to meet basic needs such as meals, linens, lock for cabinet and hygiene supplies.
- Answers telephone and responds to inquiries. Provides resources and referrals for crisis calls received throughout shift.
- Conducts regular facility safety checks and fire drills.
- Conducts multiple apartment checks throughout the week, ensuring cleanliness and safety of each apartment, and communicates any apartment needs and concerns with Program Director.
- Reinforces cost-saving measures, such as reducing electricity consumption and reusing supplies, and evaluates workflow processes.
- Works alongside Program Director and coordinates periodic review and revision of program procedures.
- Manages all maintenance requests and schedules all appropriate contractors to address maintenance needs.
- Other tasks as requested by Program Director.

QUALIFICATIONS:

- Associate's or Bachelor's Degree preferred.
- 1 - 2 years of experience working in housing/shelter or nonprofit setting.
- Valid driver's license that meets Dumas Wesley's insurance requirements.
- Ability to drive a 15-passenger van when necessary.
- Ability to defuse crisis situations both within team settings and independently.
- Ability to document program activities and carry out scheduled or spontaneous tasks

Interested candidates may email a resume and cover letter to: Alicia Patrick at: apatrick@dumaswesley.org