

Family Promise of Greater Roanoke  
Job Description  
Shelter Program Manager

EXEMPT: Yes

FTE: 1.0

REPORTS TO: Executive Director

**JOB SUMMARY:**

This is highly responsible professional work coordinating the various components of the Family Promise of Greater Roanoke (FPGR) shelter program, including diversion, shelter, family center, and support services. The Shelter Program Manager must work with other professionals from numerous community organizations, with volunteers from the FPGR network congregations, as well as with staff from FPGR, in addition to being directly responsible for the families in shelter. This position will work closely with the Housing Stability Manager. This work is performed with a high degree of independence under the supervision of the Executive Director.

**SPECIFIC DUTIES & RESPONSIBILITIES:**

1. Conduct preliminary phone contacts, face-to-face intake interviews and initial assessments of families for either diversion or acceptance into FPGR shelter program. Determine eligibility for guest participation in FPGR based upon program guidelines and background checks.
2. Together with the adults in the family, determine family strengths and weaknesses, and develop a family case plan to identify services needed by guest families, activities to be conducted by guest family members, and activities to be performed by FPGR staff. Include Housing Stability Manager in setting goals and budgeting for the family.
3. Meet at least weekly with each guest family to monitor family progress toward goals in key dimensions, including permanent housing, employment, education, health, childcare, and life skills like parenting and financial management.
4. Provide information and referrals to community resources for adult guests and their children.
5. Maintain case files for FPGR guests in the Homeless Management Information System (HMIS) and FPForce including completion of necessary chart notes and documents in accordance with federal grant guidelines. Provide monthly, quarterly and annual reports as requested in a timely manner.
6. Coordinate formal training programs for guest families on financial management, life skills, employment-related topics, and other topics as needed.
7. Monitor guest comportment, ensuring guest compliance with rules. Assist with resolving conflicts among guests. Issue infraction notices or warnings as per policy when needed. Has primary responsibility, in consultation with the Executive Director, for dismissing families from the program.
8. Make regular contact with congregational volunteers to monitor guest comportment in shelter.
9. Maintain contact with congregational coordinators to inform them of pertinent information about guests and to provide them with information necessary to provide congregational shelter services. Attend network coordinator meetings to coordinate services and maintain continuity of care.
10. Complete and manage annual congregation rotational schedule.
11. Schedule volunteers for child care for life skills classes. Manage and schedule Roanoke College volunteers.
12. Perform guest exit process to include exit interview and moving plan in coordination with Housing Stability Manager.
13. Oversee transporting of guest families to and/or from host congregations in 15-passenger van. Work with families to arrange additional transportation to/from employment, medical appointments, childcare, etc. when not on bus line.

14. Hire and supervise transportation/weekend workers.
15. Meet weekly with Housing Stability Manager to update on guest services and goals.
16. Coordinate holiday donations such as Easter baskets, Thanksgiving baskets, Holiday gifts/food, etc. in conjunction with Housing Stability Manager.
17. Maintain FPGR vans.
18. Maintain donated goods program for shelter.
19. Manage maintenance of Family Center and van including daily chores for guests. Manage guest computers including usage and maintenance.
20. Assist Executive Director, as needed, in public relations efforts promoting FPGR.
21. Attend meetings with collaborative social service partners to present FPGR information and gather resource information for FPGR guests and staff.
22. Maintain effective communication with the Executive Director by providing weekly reports on each family and a monthly written Case Management Report. Meet regularly with the Executive Director to review guest issues, progress, resource needs, training needs, and any other issues that need to be addressed.
23. Develop and administer diversion program.
24. Attend board meeting as requested and appropriate committee meetings.
25. Share on-call duties with the Executive Director and the Housing Stability Manager.
26. Assist with marketing, fundraisers, communications and administrative responsibilities as needed.
27. Perform related work as required.

**Minimum Qualifications**

Bachelor's Degree from an accredited university with major course work in the area of psychology, social work, or a related human service field and a minimum of two years experience working with children and families in a social service setting. Must have a valid Virginia driver's license. Knowledge of case management practices, trauma-informed care, and conflict resolution skills. Must be able to lift 25 pounds. Must be able to pass a criminal background check.