



connections
FOR THE HOMELESS

2121 Dewey Avenue
Evanston, IL 60201
847.475.7070

EMPLOYMENT OPPORTUNITY

SHELTER MANAGER

FLSA Status: Exempt

Summary of Position: The Shelter Manager oversees residential and case management staff and oversees on-site facilitation of services being provided through Community and Shelter programming at 1458 Chicago Avenue.

Specific Duties:

- Assures service coordination and appropriate staffing
- Ensures all participants are engaged in services best suited to their current needs, with a focus on relationship-building to increase engagement
- Oversees Community Case Managers (CCM) and Hilda's Place (HP) milieu staff, ensures effective communications between staff in both programs
- CCM oversight
 - Assigns case loads
 - Assigns call response work
 - Oversees drop-in milieu staffing
- HP oversight
 - Maintains schedule
 - Supervises residential staff
- With volunteer coordinator, deploys volunteers in Chicago Avenue programming (both Drop In and HP)
- With Director of Community Programs, coordinates enrichment programming including education, employment, art therapy, spiritual needs, etc. for participants at Chicago Avenue
- Oversees Chicago Avenue physical plant, responsible for ensuring facilities are properly maintained
- Adheres to the Code of Conduct and core values of Connections for the Homeless
- Performs other duties as assigned

The following qualifications are requirements for the position:

- Master's degree in social work or related field or equivalent experience
- Deep understanding of principles of harm reduction and trauma-informed care, and the impact of severe mental illness on individuals and their families
- 2 or more years supervisory experience

The following qualifications are requirements for the position:

- LCSW or LCPC certification preferred
- Experience working with populations who are homeless and in a shelter setting preferred
- Experience with private and public grant management, including metric and budget development preferred

Other requirements:

- Valid Illinois Driver's License
- Flexible schedule – may be required to attend after hours' meetings or respond to emergencies
- Able to work independently and with diverse populations
- Excellent speaking, writing, and interpersonal skills.
- Must be able to pass a criminal background check and submit to or provide evidence of a recent test for tuberculosis

Reports to: Director of Community Programs

Compensation and Benefits

Competitive salary and benefits plan, including Paid Time Off (PTO), paid holidays, health, dental and life insurance options, short- and long-term disability coverage, as well as a 403(b) option.

Organizational Overview

Connections serves and catalyzes our community to end homelessness, one person at a time. We do this through homelessness prevention, shelter, and housing programs. In 2018, Connections has served over 1,100 individuals through our services. To learn more about our programs, please visit our website at www.connect2home.org.