



Job Description: Stabilization Manager

Exempt: No	Date: March 2024
Status: Full time	Prepared by: Project Organizer, Stepping On Up
Salary: Starting at \$21.16/hr.	Approved by: Executive Director

SUMMARY: Chum is a non-profit 501(C)3 organization that serves about 8,000 low-income, homeless, hungry, isolated, and otherwise marginalized community members each year. More than 40 faith-based congregations in Duluth are part of Chum and support our core mission: people of faith working together to provide basic necessities, foster stable lives, and organize for a just and compassionate community. Chum operates a Food Shelf, Emergency Shelter, Family Shelter, Drop-in Center with a Health and Wellness Clinic, Winter Warming Center, Safe Bay, and Street Outreach, and offers supportive services for previously homeless people living at the Steve O’Neil Apartments and the St. Francis Apartments. Chum’s advocacy focuses on policy and systems changes to help improve the lives of people who turn to Chum for services.

The Stabilization Manager is responsible for operating multiple, innovative shelter and drop-in programs that serve a population of people that are not utilizing traditional emergency shelter. Programs include but are not limited to a seasonal Warming Center, and Safe Bay parking for people living in vehicles. This position is responsible for hiring and training of staff and for overseeing operations at multiple sites, including emergency on-call responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES (Other duties may be assigned):

- Hire, schedule, and facilitate staff orientation and training.
- Ensure that staff adhere to job requirements; conduct annual performance reviews.
- Maintain inventory of supplies and place orders as needed.
- Review and respond to staff log; review and respond to guest complaints and concerns and be available to respond to crisis situations.
- Maintain regular communication with community partners, maintain a schedule of human services offered onsite and seek other opportunities for collaboration.
- Work with host agencies and maintenance teams to ensure needed repairs are made in a timely manner and communication is clear and effective.
- Monitor weather reports and arrange for emergency contingencies if required for the program.
- Maintain trespass list and implement behavioral contracts with guests who wish to be readmitted to the program.
- Attend Community Intervention Group meetings; maintain communication with key community partners such as the Crisis Response Team and the Duluth Police Department to problem-solve issues related to behavioral health and substance use disorder.
- Maintain regular communication with outreach workers and health and wellness staff in order to connect guests with needed support.
- Facilitate volunteer orientation and manage volunteer schedules.
- Ensure client data is secure and confidentiality maintained; deliver intake and sign in forms in a timely manner to Chum’s Data & Operations Specialist.
- Conduct end of year review of operating plans.

QUALIFICATION REQUIREMENTS: The Stabilization Manager must be confident, able to show leadership to ensure operations are carried out in accordance with Chum values, and committed to building a culture of teamwork among staff, volunteers, and community partners. Must be dependable, willing to take on added responsibilities and respond to emerging needs, demonstrate honesty, fairness, and integrity. Must be able to communicate clearly and effectively both in writing and verbally. Must have a commitment to serving vulnerable members of the community with dignity.

Knowledge, ability and skills:

- Reliable transportation to and from work.
- Effective communication and leadership skills.
- Ability to make decisions under pressure and maintain composure in crisis incidents.
- Ability to maintain a positive demeanor and clear professional boundaries with staff, guests, volunteers, and community partners.
- Ability to maintain confidentiality and follow professional standards regarding personally identifiable information.
- Adaptable to changing conditions in a dynamic work environment.
- Knowledge of the root causes of homelessness and commitment to positive social change.
- Awareness of trauma informed, person-centered and harm reduction principles and practice.
- Cultural humility and willingness to learn and implement strategies to support clients from multiple backgrounds.
- Ability to wear a mask and maintain social distancing if required under CDC guidance.

Preferred Education and Experience:

Bachelor's degree in Human Services, Social Work, or a related field; 2 years' experience in a professional area.

Minimum Education and Experience:

Associate's degree in Human Services or two years course study in Social Work; 1 years' experience in a professional area. A high level of proficiency and extensive experience in a human services field may offset degree requirements.

Working conditions:

Time will be split between shelter sites and in-person office in Duluth, MN. Will include some evening hours and on-call responsibilities.

TO APPLY: Please send a cover letter and resume by e-mail to chum@chumduluth.org with "Stabilization Manager" in the subject line. Resumes will be reviewed as received and the position will be open until filled.

CHUM is committed to a diverse workforce. People with lived experience of homelessness and BIPOC individuals are strongly encouraged to apply.