



Job Description: Stability Services Manager

Date: June 2024

Full time, non-exempt

Supervisor: Project Organizer, Stepping On Up

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 Stability Services Manager is responsible for managing operations at 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.

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

- Hire, train, schedule and supervise staff; conduct annual performance reviews.
- Maintain inventory of supplies and place orders as needed.
- Review and respond to staff log; review and respond to guest grievances; respond to crisis situations.
- Maintain regular communication with community partners and seek opportunities for collaboration and additional onsite services.
- Work with host sites 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.
- Manage behavioral plans and trespass lists.
- Attend Community Intervention Group meetings; maintain communication with key community partners such as the Crisis Response Team and the Duluth Police Department.
- Maintain regular communication with Chum outreach workers, housing navigators and health and wellness staff in order to connect guests with needed support.
- Assist with scheduling and facilitating volunteer orientation.
- 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 including guest and staff feedback.

QUALIFICATION REQUIREMENTS: The Stability Services 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.

Knowledge, ability and skills:

- Dependable with reliable transportation to and from work.
- Supervisory experience.
- Effective written and verbal 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 diverse 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.

Salary commensurate with education and experience.

Working conditions:

Time will be divided between shelter sites and in-person office in Duluth, MN. Will include some evening hours and emergency 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.