

Central Iowa Shelter & Services Employment Opportunity

Position Title: Employment Services Manager

Schedule: Monday – Friday , 8:00am-5pm

Classification: Full-Time, Exempt

Office Location: 1420 Mulberry Street, Des Moines, IA 50309

Salary: \$50,000-\$65,000 | **Pay Level:** II

Reports to: VP of Operations

Travel Requirements: Travel within the community as needed

Organization Overview: Since 1992, Central Iowa Shelter & Services (CISS) mission has been to provide low-barrier shelter, meals and support services at no cost to adults experiencing homelessness and to facilitate their move toward self-sufficiency.

Approximately 2,000 women and men experiencing homelessness have received emergency shelter and supportive services to help them move beyond homelessness each year.

Our facility has grown from being 150 emergency shelter beds to 56,000 square feet of supportive housing and services. CISS is equipped to provide expanded emergency shelter (150 beds); expanded transitional housing for Veterans (19 rooms); Section 8 Project-Based Voucher efficiency apartments (44 rooms), and affordable housing (18 rooms). Along with expanded housing capacity, CISS also provides an on-site health clinic, mental health, substance abuse services, food pantry, community kitchen, clothing closet, classrooms, four job training programs and a new 3600 sq.ft. growing dome.

All guests and residents are provided evening and breakfast meals; access to shower and laundry facilities, a daily medical clinic, and group counseling; as well as individualized case management, life skills instruction, and referrals to other community services/benefits.

Programming continues to evolve to meet emerging homeless and community needs in rural Iowa through CISS leadership in the Rolling Hills Coalition (RHC) serving SE Iowa. Programs outside of Polk County ensure we are serving Iowans in their hometown to reduce the need for people to travel to our urban cores for assistance. RHC mirrors services on our main campus in Des Moines and allows for a continuity of operation across multiple geographic areas.

Position Overview:

The Manager of Employment Services oversees and manages a comprehensive suite of employment-related programs at Central Iowa Shelter and Services. This role is responsible for work readiness, job retention services, supervised job search, and four internship programs. The Manager collaborates with staff, clients, and community partners to ensure effective program implementation and positive outcomes for program participants. This position works closely with the Facility Manager, Urban Farm Manager, and case managers in the Housing Command Center to identify the highly vulnerable and facilitate placement into job training services.

Duties and Responsibilities include:

Work Readiness Programs:

- Develop and implement work readiness training programs to equip clients with essential skills for successful employment.
- Assess individual needs and tailor training content to address barriers to employment.
- Monitor program effectiveness and make continuous improvements.
- Develop individual employment plan to determine realistic short- and long-term self-sufficiency goals.

Job Retention Services:

- Provide ongoing case management to employed clients to support job retention.
- Address barriers such as transportation, childcare, and housing to enhance employment stability.
- Collaborate with employers to create supportive work environments.

Supervised Job Search:

- Design and oversee a supervised job search program.
- Provide case management to active SNAP E&T participants and up to 90 days of follow-up case management to those clients who secure employment, track their stabilization and provide support as needed throughout follow-up period.
- Coach clients in effective job search techniques, resume building, and interview preparation.
- Track job placement outcomes and adjust strategies as needed.

Internship Programs:

- Manage four internship programs, each targeting specific client populations (e.g., youth, veterans, individuals with disabilities).
- Coordinate with local businesses and organizations to secure placements outside of CISS.
- Evaluate internship experiences and measure their impact on participants' employability.

Collaboration and Reporting:

- Collaborate with other shelter programs, community agencies, and employers to enhance employment opportunities.
- Collect and analyze data related to program outcomes, participant progress, and employer satisfaction.
- Prepare regular reports for senior management and funding agencies.
- Ensure the SNAP E&T Internship program is being fully executed and document
- Ensure legal, regulatory and compliance with established program policies.
- Prepares and submits reports following established timelines and procedures.
- Responds to inquiries, phone calls, and e-mail in a timely and responsive manner.
- Attends provider meetings in the community as well as onsite team meetings and case consultations.
- Attends staff meetings onsite, including all staff meetings and Case Management team meetings.
- Ensure confidentiality in accordance with established procedures and regulations
- Perform general administrative functions such as noting within the communication log, answering the phone, and responding to in-person inquiries in a professional manner.
- Enforce shelter policies and follow staff policies and procedures.
- Maintain written and oral communication of incidents in accordance with polices.
- Help determine key performance indicators and update dashboards as needed. Experience with SmartSheets and Microsoft Teams is a plus.
- Street Outreach duties as assigned.
- All other duties as assigned.

Qualifications:

- As a prerequisite, the successful candidate must believe in the core values of Central Iowa Shelter & Services and be driven by the mission of the organization.
- Strong critical thinking, analytical and problem-solving skills
- Advance computer skills and proficiency in Microsoft Office
- Organized and detail-oriented
- Strong ability to execute work with a diversity, equity, and inclusion lens.
- Ability to establish and maintain professional boundaries in working with the clients
- Ability to react with appropriate levels of urgency to situations and events that require quick response or turnaround.
- Ability to assess emergency situations and respond effectively
- Able to maintain a high level of integrity and discretion in handling confidential information.
- Excellent judgment is essential.
- Must have the ability to obtain Service Point license.
- Strong attention to details, and the ability to manage multiple projects, establish workload priorities, and meet deadlines.
- Working knowledge of Harm Reduction and Housing First philosophy
- Ability to successfully pass a background check

- Possession of a valid Iowa Driver's license.
- Communication and Interpersonal skills: develop and maintain effective relationships with others; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

Education and Experience:

- Bachelor's Degree in Human Services or Vocational Training preferred.
- 5 years experience or more years experience working with one or more of the following: individuals experiencing homelessness, mental health related issues, substance abuse, domestic violence, HIV/AIDS related issues, and with those living in poverty.
- Experience working with clients with multiple barriers to employment/housing.
- Proven success in meeting and exceeding performance goals.
- Experience working in a team environment
- HMIS certified (Ability to obtain HMIS certification within 3 months of hire date.)

Physical requirements and work environment:

- Ability to work well within a cross-functional team environment and diverse communities.
- While performing the duties of this job, the employee is regularly required to use hands and fingers, feel, talk and hear.
- The employee is frequently required to sit, stand and walk.
- Work will be performed either in an office environment or in the field.
- Must be willing to travel as needed to perform job requirements.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

Benefits:

Participation in company health insurance plans, long term disability, short term disability, life insurance, personnel time off and the opportunity to purchase dental and vision insurance

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Central Iowa Shelter & Services is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation, in accordance with federal and state law.

ACKNOWLEDGMENT OF RECEIPT OF JOB DESCRIPTION

- I have received a copy of the Job Description for the position of Employment Services Manager. I have read and understand the duties and responsibilities as described therein.
- I understand that the duties, responsibilities, and key relationships described in the Job Description and elsewhere are subject to change at the discretion of my employer at any time.
- I understand that my signature below indicates that I have read and understand the above statements and have received a copy of the Job Description for my position.

Name: _____

Signature: _____

Date: _____



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