

## **Central Iowa Shelter & Services Employment Opportunity**

**Position Title:** General Manager - Ottumwa

**Schedule:** Monday – Friday, evening as needed

**Classification:** Full-Time, Non-Exempt

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

**Salary:** \$20.00 - \$26.00/year

**Reports to:** Vice President of Operations

**Travel Requirements:** Travel within the community as needed

Note: Individuals with lived experience are encouraged to apply.

### **Position Overview:**

The General Manager of Ottumwa Empowerment Command Center (ECC) is responsible for the day-to-day operations and long-term strategic direction. This position is a direct service position that serves individuals and families who are experiencing homelessness.

### **Duties and Responsibilities include:**

- General Manager:
  - Oversee day-to-day operations of ECC
  - Develop and maintain relationships with community partners.
  - Manage community partners and volunteer groups.
  - Ensure facility is maintained (report maintenance or repair issues).
  - Provide on-site oversight to kitchen staff as needed.
  - Work to resolve any customer complaints or issues.
- Case Manager:
  - Utilize bindI© to provide supports, communications and self-service tools to clients.
  - Explains the nature of programs, procedures and services to clients.
  - Help clients to develop a housing plan and assist them to establish long-term economic improvements necessary for greater independence and additional housing choices.
  - Works directly with clients in identifying barriers to self-sufficiency and developing goals and objectives for overcoming these barriers.
  - Identifies strengths and needs and makes referrals to available community resources to meet those needs.
  - Tracks and enters relevant data on a timely basis and maintains complete and organized client files. This includes entry into bindI©, ServicePoint and/or other electronic data tracking programs as well as case notes within client files.
  - Maintains records of pertinent program related information and compiles required data in reports.
  - Prepares and submits reports following established timelines and procedures.
  - Responds to inquiries, phone calls, and e-mail in a timely and responsive manner.
  - Mediates complaints or conflicts involving landlord/tenants and make recommendations for resolutions.

- 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.
- 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 Social Work, Psychology or related field **or**
- 4 years experience or more years of experience may be substituted for a degree with at least 1 year of experience working with people experiencing homelessness and mental illness/substance abuse.
- 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
- SOARS certified (Ability to obtain SOARS certification within 3 months of hire date.)
- 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

*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.*

