



Klamath Tribal Health & Family Services

3949 South 6th Street

EXEMPT X
NON-EXEMPT

OPEN: 03/01/24
UNTIL FILLED

POSITION DESCRIPTION

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| POSITION: | TRANSITIONAL EMERGENCY SHELTER MANAGER |
| RESPONSIBLE TO: | Homeless Services Director |
| SALARY: | Step Range: 25 (\$56,023) – 44 (\$98,238); Full Benefits |
| CLASSIFICATION: | Professional/Management, Regular, Full-Time |
| LOCATION: | Klamath Tribal Health & Family Services |
| BACKGROUND: | Comprehensive |

POSITION OBJECTIVES

The manager is responsible for supervision and management of the Transitional Emergency Shelter program for Klamath Tribal Health & Family Services. This program is a temporary, transitional housing program made up of pallet structures. The manager responsible for the day-to-day operation of the project ensuring that we are building trusting relationships with participants and community partners. Primary duties include oversight of the TES team and the facility site. This position reports directly to the Homeless Services Director and works as a team with the TES staff, community partners and project consultants.

MAJOR DUTIES AND RESPONSIBILITIES

1. Manager is responsible for managing the day-to-day operations of the Transitional Emergency Shelter program. This includes executing all activities outlined in the project work plan, creating and managing schedules, working with project partners, monitoring expenses, data management and reporting.
2. Assists the Homeless Services Director in drafting reports, policy and procedures as well as training and orientation. Ensure the policies and procedures targets

the unsheltered individuals needs and ensures paths to recovery in this low-barrier program.

3. Define work flows and operating infrastructure as needed to support intensive case management, peer support, warm hand offs to detox, residential treatment, Medication Assisted Treatment (MAT) programs. Ensure referrals as individuals are ready for housing, to local housing programs.
4. Management of this program to reduce homelessness, opioid and other drugs/alcohol use by linking them to mental health, substance use, primary care, dental and MAT services. Link to housing services. Provide guidance and advocacy to this population.
5. Monitors progress on evaluation activities to ensure data, service delivery processes, outcome measures, and stakeholder feedback are collected and measured in a timely manner.
6. Responsible for tracking metrics for all activities and reports results to appropriate source(s).
7. The Manager is responsible for using solid judgement in making decisions that affect the lives of our participants. Decisions must be consistent and fair following operational policy and procedures. This includes appropriate documentation.
8. The Manager tracks and monitors budget expenditures for project and in collaboration with the Homeless Services Director, ensures that resources are allocated in a manner that is timely, effective, and accomplishes programmatic outcomes.
9. Advises the Homeless Services Director of emerging issues affecting the program(s) administered by this position, then identifies courses of action and recommend solutions as appropriate.
10. Reviews performance measures for contractors, vendors, or providers to ensure work is performed according to requirements and develops courses of action as necessary for contractors, vendors, or providers if established performance measures are not met.
11. Responsible, in collaboration with the Homeless Services Director, for monitoring partners/sub-contractors monthly invoices. This includes ensuring that all expenditures are reasonable and allowable.
12. Assist the Homeless Service Director set up and bill for services rendered partnering with KTHFS Business Office. This includes ensuring participants are signed up for insurance benefits. As well as adhering to the KTHFS documentation and billing standard operating procedures.
13. Responsible for completing patient complaints and incidents following KTHFS policy, procedures and processes.

14. Supervision of direct hires as well as the staff that operate the Transitional Emergency Shelter program.
15. Completing direct hire performance evaluations in a timely manner.
16. Responsible for mentor, coaching and training of staff to include managing progressive discipline as needed.
17. Other duties as assigned.

SUPERVISORY CONTROLS

The Manager works under the direct supervision of the Homeless Services Director. Work is assigned in terms of meeting required program, grant, and organizational objectives. The Manager will provide guidance with unusual situations that do not have clear precedents.

Manager will directly supervise the TES team members and respected chains of command.

KNOWLEDGE, SKILLS, ABILITIES

- **Strong leadership and supervisor skills**
 - Must have strong leadership skills and a thorough understanding of team systems
 - Supervisory experience within a professional/provider service organization.
 - Experience working as a part of a multidisciplinary team.
 - Ability to relate well with a diverse group of people, including other professionals, program staff and the general public.
 - Experience with development of program policies and procedures for participant case management and mandatory recordkeeping.
 - Ability to function positively in an environment of limited resources
- **Outreach knowledge and skills**
 - Passion for ending homelessness and serving those struggling with opioid and related substances use
 - Knowledge of issues facing homeless single adults (e.g. chronic health, substance abuse, mental health, domestic abuse, resources for undocumented persons)
 - Health Care or non-profit management experience with ability to work with limited supervision
- **Strong interpersonal skills**
 - Ability to work effectively with peers, individual participants and groups
 - Ability to work effectively as a team member
 - Ability to work with Native American populations; knowledge of the Klamath Tribes' culture is preferred

- A general understanding of cultural differences and have a strong appreciation of and respect for other cultures
 - Empathetic manner to deal with participants who may have multiple needs
 - Ability to display a non-judgmental attitude
 - Ability to establish and maintain cooperative working relationships with those contacted during the course of work
- **Strong organizational skills**
 - Ability to establish priorities, manage time and meet deadlines
 - Ability to be punctual to appointments, meetings, and group/individual therapy sessions
 - Ability to perform administrative tasks related to client documentation
 - Ability to compile information designed to aid clients in reaching treatment objectives.
- **Strong communications skills**
 - Ability to communicate clearly and concisely in an verbal format
 - Ability to communicate clearly and concisely in a written format
 - The ability to operate computer hardware and software at a level needed to effectively perform job functions. This includes the ability to enter data and retrieve data and to prepare simple reports
 - Ability to apply principles learned to new situations
 - Ability to learn and teach new skills
 - Ability to conduct public presentations
- **Strict confidentiality**
 - Ability to maintain strict confidentiality of all participant information including but not limited to adherence of the standards for health recordkeeping, HIPAA and the Federal Drug & Alcohol Confidentiality Law.

QUALIFICATIONS, EXPERIENCE, EDUCATION

Minimum Qualifications: *Failure to comply with minimum position requirements may result in termination of employment.*

- **REQUIRED** to have a minimum of two (2) years of supervisory experience.
- **REQUIRED** to possess and maintain a valid Oregon Driver's License, (out of state applicants must receive ODL within 90 days of hire), have good driving record and be insurable by the Klamath Tribal Health & Family Services' vehicle insurance policy. *(Must submit copy of driver license with application.)*

- **REQUIRED** to be free from exclusion from providing Federal health care benefits including Medicare and Medicaid as per the Federal OIG and GSA exclusion lists.
- **REQUIRED** to submit to annual TB skin testing and adhere to KTHFS staff immunization policy in accordance with the Centers for Disease Control immunization recommendations for healthcare workers.
- **REQUIRED** to acquire and maintain BLS certification within 180 days of hire; strongly recommend certification within 90 days of hire, probationary period will be extended for a maximum of 180 days pending certification.
- **REQUIRED** to accept the responsibility of a **mandatory reporter** in accordance with the Klamath Tribes Juvenile Ordinance Title 2, Chapter 15.64 and General Council Resolution #2005 003, all Tribal staff are considered mandatory reporters.

Preferred Qualifications:

- Bachelors’ Degree in Counseling, Social Work, or Psychology or health care related field OR a minimum of four (4) years’ experience in a street outreach/homeless program with demonstrated ability to perform advanced assignments independently. (submit copy of degree or transcripts with application).
- Possess a Substance Use Certification is preferred. (QMHA, Peer Support, CRM etc.)
- Experience working in and or supervising a program that serves the unhoused, at risk community.
- Five or more years of experience in a dual diagnosis setting is preferred.

Indian Preference:

- Indian and Tribal Preference will apply, as per policy. (*Must submit tribal documentation with application to qualify for Indian Preference*).

ACKNOWLEDGEMENT

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

APPLICATION PROCEDURE

Submit a Klamath Tribal Health & Family Services ***Application for Employment*** with all requirements and supporting documentation to:

Klamath Tribal Health & Family Services
ATTN: Human Resource
3949 South 6th Street
Klamath Falls, OR 97603
jobs@klm.portland.ihs.gov

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

Please Note: If requirements are not met, i.e., submission of a resume in lieu of a tribal application or not including a required certification, your application will not be reviewed and will be disqualified.

Indian Preference will apply. In accordance with Klamath Tribal policy, priority in selection will be given to qualified applicants who present proof of eligibility for “Indian Preference”.

Applications will not be returned.

Employee Signature

Date

Supervisor Signature

Date