



## Shelter Programs Manager Job Description

### Summary:

Family Promise of Greater Indianapolis (FPGI) is a partnership of congregations and community organizations responding to the crisis of children and their families who are homeless. We work to eliminate homelessness in Greater Indianapolis through our Shelter, Diversion, and AfterCare programs. The offices are located at the Day Center at 1850 N. Arsenal Avenue, Indianapolis, IN 46218. The Shelter Programs Manager is a full-time position, exempt position, working 40 or more hours per week with a set schedule of 8:30 a.m. to 5:00 p.m. Monday through Friday.

The Shelter Programs Manager (SPM) would oversee the operation of the Apartment Shelter Program and its staff, while also case managing twelve (12) families. The goal of the program is to help 100 families per year receive shelter utilizing 24 apartments at a time, with at least 70% achieving permanent housing upon leaving the shelter. The position reports directly to the Executive Director. The SPM would supervise three direct reports: a shelter case manager (full-time), an intake coordinator (part-time), and a facilities assistant (part-time). The Apartment Shelter Program is to provide temporary emergency shelter to children and their caregivers who are experiencing homelessness. It achieves this by renting and furnishing private apartments to use as emergency shelters for families, while providing case management through home visits and daily communication. Learn more at [www.fpgi.org](http://www.fpgi.org).

### Responsibilities:

#### *Case Management*

- Assist Intake Coordinator as needed in conducting phone screening and intake appointments to keep shelter as close to full capacity as possible while ensuring mutual appropriateness of fit between families and program.
- Assist Intake Coordinator in orienting guests (i.e., families) to program policies and expectations upon arrival.
- Manage a case load of twelve families at a time, meeting with families multiple times weekly to assess needs, set goals, create plans of action, support with resources and referrals, and evaluate progress.
- With a mindset of empowerment over enabling, constantly assist (or coordinate others to assist) families with work towards goals, including providing coaching for job interviews, financial literacy training, parenting skill development, educational system navigation, and more.
- Maintain a housing rate of 70% or higher and an average length of stay of 90 days or lower.
- Attend weekly case conferences with case management team to share report on client families.
- Complete and submit prevention, rapid re-housing, and permanent supportive housing applications as needed through the Continuum of Care.
- Record thorough case notes and tracks outcomes in HMIS database (a.k.a. Clientrak).
- Maintain relationships with other agencies, landlords, volunteers, etc.

Day Center: 1850 N. Arsenal Avenue, Indianapolis, IN 46218  
Mailing Address: P.O. Box 441367, Indianapolis, IN 46244  
317-261-1562 office | 317-261-6308 fax | [www.fpgi.org](http://www.fpgi.org)



### *Program Management*

- Supervise the Shelter Case Manager, Intake Coordinator, and Facilities Assistant to ensure the goals of their respective positions are met. Specifically these supervision responsibilities include but are not limited to weekly one-on-one meetings, approving leave requests, annual performance reviews, interviewing/hiring process participation, and potential corrective actions if necessary.
- Lead weekly case conferences for shelter team to share report on client families.
- Approve Family Assistance Fund (FAF) expenses of up to \$200. Monitor monthly FAF expenses to ensure shelter programs stay under budget.

### *Operations/Facilities*

- Provide phone and door reception service when scheduled at the Day Center, typically but not limited to one or two days per week.
- Assist with the set-up and clean-up of apartment shelter units as needed.
- Assist with the move-in of guest families into the shelter unit, or into their permanent home.
- Communicate constantly with team of Office Manager, Program Managers, etc.
- Serve on-call for a \$125/week stipend every third week (5pm to 8:30am).
- Other reasonable duties may be assigned as needed.

### **Requirements:**

- Bachelor's degree in relevant field (four years' relevant work experience accepted), Master's degree in Social Work a plus
- Three years' prior case management experience.
- Empathy for our guests experiencing homelessness.
- Ability to work effectively with people of diverse faiths, races, cultures, and economic situations.
- Skill in crisis management and conflict resolution.
- Ability to focus and be flexible in fast-paced and dynamic work environment.
- Strong communication skills in a team work environment.
- Ability to pitch in with all staff and guests and take responsibility for our shared space.
- Respect for confidentiality of personal and sensitive information.
- Knowledge of local community resources.
- Proficiency in Microsoft Word, Outlook, and Zoom.
- Experience with HMIS database for tracking a plus.
- Use of a reliable vehicle for traveling to/from work/shelter sites.
- A valid driver's license.
- Ability to drive a 15-passenger van (no CDL required) a plus.

### **Benefits:**

- Salary range \$47,000 to \$52,000.
- Health stipend of \$500/month (taxable, but not necessary to spend on health insurance).
- SIMPLE IRA retirement plan with 2% employer match.

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- Cell phone reimbursement of \$25/month, plus an app to disguise cell phone number.
- Mileage reimbursement at the IRS-recommended rate.
- Accrued paid time off at a rate of 60 hours/year, with annual increases based on FPGI Employee Manual guidelines.
- Seven paid national holidays.
- Flexible scheduling, with the non-Day Center coverage hours occurring through telecommuting or in the field.
- Short-term disability, life insurance, and other benefits.

**To Apply:** Learn more about the organization at [www.fpgi.org](http://www.fpgi.org), then email resume and cover letter to Family Promise's executive director at [mike@fpgi.org](mailto:mike@fpgi.org). Position was posted 12/19/22 and will be filled as soon as possible.