JOB DESCRIPTION

NOTICE: This job description is provided as a general summary of common job duties performed by individuals assigned this job title. It is not all-inclusive, nor is it intended to create a contract, written or implied, between employees and Building Opportunities for Self Sufficiency, nor does it in any way alter the employment-at-will relationship that exists between employees and Building Opportunities for Self Sufficiency. As a condition of employment, all agency employees are expected to perform job duties assigned by agency management even when such duties are not included in their job description.

JOB TITLE:	**Site Coordinator Supervisor**
REPORTS TO:	USV Shelter Manager
LOCATION:	Ursula Sherman Village (USV), 711 Harrison Street, Berkeley CA 94710
EMPLOYMENT STATUS:	Exempt
TIME COMMITMENT:	Full-time (40 hours per week). Evening work and one weekend day may be required
BARGAINING UNIT:	N?/A
STARTING SALARY:	$80,000.00

ORGANIZATION

The mission of BOSS is to help homeless, poor, and disabled people achieve health and self-sufficiency, and to fight against the root causes of poverty and homelessness. The organization was founded in 1971 by a group of volunteers from the Hillel Streetwork Project in Berkeley who responded to the needs of mentally ill individuals being released to the streets by state hospital closures. Today, BOSS develops solutions to mass homelessness, mass incarceration and community violence and is dedicated to the inclusion of people marginalized by addiction, trauma, criminality, incarceration, poverty, racism, sexism, homelessness and violence with an intentional focus on four areas of service with Housing Security, Criminal Justice Reentry, Neighborhood Safety, and Social Justice Programs and services. BOSS works one-on-one with each family and each individual to help them achieve stable income, permanent affordable housing, and lasting wellness.

POSITION DESCRIPTION

The ***Site Coordinator Supervisor*** supports daily program and housing operations at Ursula Sherman Village (USV), BOSS's emergency shelter at 711 Harrison Street in Berkeley. USV serves both single adults and families with children who are experiencing homelessness.

Reporting to the USV Shelter Manager and working closely with the Program Manager, the ***Site Coordinator Supervisor*** assists with the supervision of Housing Navigators and Service Liaisons. The Program Manager may assign staff to report directly to this position. The main goal of this role is to help participants move into permanent housing and become more stable. This includes getting a job or other income, getting document ready, and connecting to the services they need.

Keeping the shelter safe is a key part of this role. The ***Site Coordinator Supervisor*** leads activities that promote safety, housing, and self-sufficiency, using Housing First, harm reduction, trauma-informed care, and Critical Time Intervention.

Essential Functions (Duties and Responsibilities):

Supervision Support for Housing Navigators and Service Liaisons

- Assist the Program Manager with the supervision of Housing Navigators and Service Liaisons, including daily guidance, coaching, and support.
- Directly supervise any staff assigned by the Program Manager. For assigned staff, set goals, assign caseloads, and hold regular one-on-one supervision.
- Co-lead team meetings with the Program Manager.
- Review case notes, housing plans, and HMIS entries for quality and timeliness.
- Track each staff member's caseload and housing outcomes.
- Train staff on Housing First, harm reduction, trauma-informed care, Critical Time Intervention, crisis de-escalation, and Alameda County Shelter Standards.
- Support onboarding of new staff, including shadow shifts and training.
- Help manage staff schedules and coverage. Approve timesheets for assigned staff.
- Complete performance evaluations for assigned staff, and give input to the Program Manager or other staff. Recommend corrective action in partnership with the Program Manager, USV Shelter Manager, and Human Resources.
- Work closely with the Program Manager on staffing, training, and program goals.
- Escalate staffing, safety, or participant concerns to the Program Manager, USV Shelter Manager, or designated leadership as appropriate.

Housing and Participant Success

- Make sure every participant has a housing plan and starts working toward housing from the first day.
- Help participants become document ready, including getting ID, birth certificates, Social Security cards, and income verification needed for housing.
- Work with Coordinated Entry, housing providers, and landlords. Track housing matches, applications, and move-ins.
- Connect participants to employment, job training, and income, including benefits such as SSI/SSDI, CalFresh, CalWORKs, and General Assistance.
- Connect participants to health, mental health, and substance use services when needed.
- Follow up with participants after move-in, as the program allows, to help them stay housed.

Shelter Safety

- Make safety a top priority for participants, families, and staff.
- Conduct regular site walkthroughs (inside and outside) to check safety, operations, and participant
- activity.
- Lead or assist in response to crises, conflicts, and safety incidents using de-escalation. Contact 911
- or mobile crisis when needed.
- Make sure incident reports are complete, submitted on time, and followed up.
- Help put safety protocols, emergency plans, and infection prevention procedures into practice, and
- help run safety drills.
- Keep a calm and respectful environment, and apply shelter rules fairly and consistently.

Participant Activities and Engagement

- Plan and lead activities that support housing, employment, safety, and community, such as housing
- workshops, job readiness, life skills, budgeting, and tenant education.
- Organize family-friendly activities for families with children.
- Hold regular participant meetings and gather feedback to improve services.

Services for Single Adults and Families

- Adjust services to meet the different needs of single adults and families with children at USV.
- For families, coordinate with schools, early childhood programs, and other child-serving agencies.
- Support family stability and child safety, and follow all mandated reporting requirements.

Program Operations and Shelter Standards

- Share responsibility with the Program Manager for daily shelter operations and on-site coverage.
- Help make sure USV meets Alameda County Shelter Standards, including health, safety, participant
- rights, and service requirements.
- Help prepare for County and City monitoring visits and follow up on any findings.
- Uphold Housing First and harm reduction practices. Make sure services are voluntary and respectful.
- Help keep the shelter operations manual up to date.

Data Management and Reporting

- Make sure participant data is entered in HMIS accurately and on time.
- Track outcomes such as housing placements, employment and income, and document readiness.
- Keep participant records in compliance with confidentiality and data privacy rules.
- Prepare program and outcome reports for the USV Shelter Manager, leadership, and funders.

Community Engagement and Collaboration

- Build working relationships with landlords, housing providers, employment and job training programs,
- and benefits offices.
- As directed by the USV Shelter Manager, work with the City of Berkeley, Alameda County, and
- community-based organizations to support participants' move to permanent housing.
- Represent BOSS at community meetings and partner events as directed.

Compliance and Quality Assurance

- Monitor program activities for compliance with City of Berkeley, Alameda County, and funder contract
- requirements.
- Conduct file audits, identify areas to improve, and follow up on corrective actions.
- Support continuous quality improvement, including participant satisfaction surveys.

Schedule and Other Duties

- Schedule may include evening hours and one weekend day, based on program needs.
- Must be available to respond to emergencies or crises, as needed.
- Participate in program meetings and give regular updates to the USV Shelter Manager.

Additional Duties

- Other related duties as assigned by Supervisor
- May drive on agency business as required.
- May participate in the agency Continuous Quality Improvement Committees.

QUALIFICATIONS

- Bachelor's degree in social services, human services, or a related field preferred. Equivalent work experience may be considered.
- At least three years of experience in housing, homeless services, or shelter programs, including at least one year supervising staff.

- Experience in housing navigation, Coordinated Entry, and helping participants move into housing.
- Knowledge of Alameda County Shelter Standards.
- Experience helping participants find employment, apply for benefits, and get the documents needed for housing.
- Experience serving both single adults and families with children.
- Strong crisis de-escalation and safety skills.
- Strong understanding of Housing First, harm reduction, trauma-informed care, and Critical Time Intervention.
- Experience with HMIS.
- Knowledge of community and social service resources in Alameda County and Berkeley.
- Excellent communication, organizational, and leadership skills.
- Ability to manage multiple tasks in a fast-paced shelter setting and to work both independently and as part of a team.
- Bilingual in Spanish or another threshold language is a plus.

Key Competencies

- **Leadership**: Coaches, supports, and motivates staff to meet housing goals.
- **Participant-Centered Focus:** Puts the needs and dignity of participants first.
- **Safety Awareness:** Notices risks early and acts to keep participants and staff safe.
- **Results-Oriented:** Focuses the team on housing, income, and stability outcomes.
- **Teamwork:** Works closely with the Program Manager and USV Shelter Manager to run a safe, well-organized shelter.
- **Problem-Solving:** Identifies challenges and finds practical solutions.
- **Cultural Competency:** Works effectively with people from diverse backgrounds and communities.
- **Integrity and Ethics:** Keeps confidentiality and clear professional boundaries at all times.

Other expectations:

- Access to a reliable vehicle, insurance, current CA driver's license & good driving record. Certification in CPR/First Aid.
- Employment depends on passing a background check (Live Scan) and TB clearance.
- Mandated reporter for child and elder/dependent adult abuse.

LANGUAGE SKILLS:
Ability to read and comprehend instructions, short correspondence, memos, business correspondence and all other mental health related documents. Ability to write clear, concise and accurate correspondence. Effective oral and written communication skills.

MATHEMATICAL SKILLS:
College level mathematical skills required.

REASONING ABILITY:
Ability to solve complex problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram form. Demonstrated skill with problem solving techniques.

PHYSICAL DEMANDS:
The physical demands described here are representative of those that must be met by staff member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
While performing the duties of the job, the employee is regularly required to sit, stand, move up and down stairways, talk and hear, drive to and from community appointments. The employee must regularly lift

and/or move up to ten pounds. Specific vision abilities required by this job include close vision, distance vision, and peripheral vision.

MENTAL DEMANDS:
This position requires the individual to work with minimal supervision. Guidance is available as necessary, however, the individual is expected to be able to function autonomously and make individual decisions when appropriate. Position does require ability to interact with a variety of individuals and the ability to meet deadlines and time pressure based on the volume of work.

WORK ENVIRONMENT:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise and/or level of distractions in the work environment are usually moderate.

CONCLUSION:

I invite you to be part of a vibrant and talented team that is committed to promoting health and self-sufficiency, fighting for equity, and celebrating diversity and inclusion!
BOSS is committed to the principle of equal opportunity in education and employment. BOSS does not discriminate on the basis of sex, race, color, creed, national origin, age, religion, sexual orientation, gender identity, gender expression, veteran status, or disability in admission to, access to, treatment in, or employment in its programs and activities.

Black, Indigenous, People of Color, and individuals with lived experience are highly encouraged to apply!

Send resume and cover letter to:
hrjobs@self-sufficiency.org