SUMMARY OF POSITION:
The Manager of the Center for Women & Children at the Bay Area Rescue Mission (BARM) is responsible for the management of the programs and services for women and children, consistent with the purpose of the Bay Area Rescue Mission. The Manager will provide oversight and management of the Emergency Shelter, Life Transformation (residential recovery) program, and Aftercare services. The ultimate goal is to share the gospel of Christ through the development and sustainment of long-term programming and guest services that strategically and compassionately offers empowering opportunities to our guests in accordance with BARM’s mission. The Manager is responsible for supervising departmental staff to ensure that program purposes are fulfilled and ministry objectives are met. The Manager is also responsible to possibly carry a small guest case load, if need be. As the primary leadership position within the Center for Women and Children the manager is required to maintain diligent administrative oversight and organization of the center’s staff and daily operations with a keen sensitivity to the emotional, mental, and spiritual dynamics at play in working with the guests we serve, many of whom have experienced significant traumas, abuses, and other debilitating life circumstances.

DUTIES & RESPONSIBILITIES:
Administration
- Provide leadership, staff support, evaluation of employees, training, accountability, and supervision.
- Participate in the hiring, disciplining, and dismissing of departmental staff under the leadership of Vice-President of Programs.
- Maintain and develop policies, standard operating procedures, etc. for the Center for Women & Children, under the leadership of Vice-President of Programs.
- Work effectively with other department leaders to accomplish the goals established in the Mission Statement of BARM.
- Facilitate regular staff meetings to communicate directives; establish and maintain whole communication and effective working relationships between staff. Promote and model open communication across all ministry departments.
- Ensure that there are no scheduling conflicts for employees (including vacation, sick time and personal leave as directed by the Employee Manual) and that all shifts are adequately staffed.
- Represent BARM within the community, establishing beneficial relationships with other agencies and resources. Share and promote BARM’s vision, which includes public speaking, networking with donors, tours, graduations, etc., as needed.
- Responsible to maintain and accurately keep the Center for Women & Children records, which include guest/resident files, monthly and yearly statistics, evaluations, budgeting, research, development, staff attendance records, etc. Prepare and submit reports as requested or routinely required.
- Collaborate with the Vice-President of Programs to ensure on-going staff training and development of the Center for Women & Children, facilitating program outcomes and goals.

Ministry
- Facilitate the provision of key aspects of program and services to our residents and guests in a safe environment, including but not limited to: counseling, spiritual, mental health and wellness services, life skills, advocacy, case management, education, employment, and transition/aftercare. Ensure that associated case notes, documentation, and records are current and securely maintained.
- Create/implement/retain/supervise and approve individual resident case tracking. Evaluate effectiveness with appropriate staff and update accordingly. Verify documentation is handled appropriately, records are accurately maintained, coordinated efficiently between the relevant staff. Connect the guest/resident to the appropriate services and support creating a comprehensive recovery plan. Implement, monitor, document, evaluate and revise steps toward the recovery/discipleship goals, as needed.
- Assess and handle emergencies/crisis, determining the risks of harm to self and others, responding to the situation in a professional manner and in accordance with applicable laws and/or policies. Keep Vice-President of Programs informed.
- Provide and/or supervise group/individual counseling using various techniques for motivating the guest/resident unto holistic growth and empowerment. Demonstrate sympathy, compassion, respect, hope, encouragement, active listening skills, confidentiality and ethical standards.
- Advise guests/residents of policies, enforce the policies and standards of the CWC and BARM.
- Supervise and maintain money management and financial records of guests/residents.
- Participate/cooperate with CFS and/or the court system as required (mandatory reporting, complete police reports, testify in court, etc.)
- Mandated reporter for children under the age 18. Train staff in the associated protocols and requirements for appropriate reporting.
- Ensure the cleanliness and security of all facilities, request maintenance repairs, and monthly supplies.
- Report all accidents/incidents to the Vice-President of Programs and others as appropriate to the incident/accident. Complete and submit associated paperwork in a timely manner.
- Manage and coordinate with Volunteer teachers to provide Biblical and Life Skills instruction for residents and guests.
- Attend conferences, seminars, and training events as designated by the Vice-President of Programs and/or the President/CEO.
SKILLS & QUALIFICATIONS:
- Ministry minded, mature Christian with the passionate belief and commitment to invest in individuals, demonstrating Christ’s love and grace through relationship building and practical assistance, in accordance with the BARM Statement of Purpose, Statement of Vision and Statement of Faith.
- A sound knowledge of mental illness, substance abuse, co-occurring disorders, and current substance-related best practice.
- Strong awareness and knowledge of (or willingness to develop) the protocols and procedures of the Department of Child and Family Services, Child Protection Services, etc. in order to interface as point of contact for BARM on behalf of CWC guests.
- Strong interpersonal skills, able to listen and guide according to biblical, therapeutic, and trauma-informed principles and individual needs. Effectively and practically communicate and counsel accordingly. Remain courteous and respectful in all interactions.
- Exercise sound judgment demonstrating proficiency in analysis, problem solving, mediation and conflict resolution in collaboration with Vice-President of Programs.
- Good program development skills, able to grow and improve program in alignment with core values. Work to develop staff competencies in de-escalation, crisis intervention and prevention, and other relevant skills for line staff throughout the CWC.
- Strong organization, management, communication, time management, and teaching skills. Good writing skills and computer literate, thoroughly knowledgeable in Word, Excel, Outlook, Internet, and database management systems.
- Ability to handle multiple tasks simultaneously while achieving program outcomes and meeting deadlines.
- Insightful, trustworthy, honest, reliable, and model appropriate boundaries.
- Valid California driver’s license – required. Class B (preferred) with driving record acceptable to insurance carrier – required.
- CPR/First Aid certification – preferred.
- Yearly TB clearance – required.
- Criminal background check / Life Scan clearance – required.

WORKING CONDITIONS/PHYSICAL FACTORS:
Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%
- Work is primarily indoors and will require climbing three flights of stairs, sitting, standing, bending, reaching, and going from building to building – frequently.
- Carrying up to 40 pounds up and down stairs – occasionally.
- Requires working with a diverse population, many of whom struggle with homelessness, addiction and mental illness – continuously.
- Environment will be odorous due to lack of personal hygiene and intoxication of guest – frequently.
- Requires a sustained level of high energy, stamina, and ability to move about all the facilities on a regular/ongoing basis – frequently.
- Involved in the collection of urine specimens – occasionally.
- Requires the ability to hear, see, and speak clearly – continuously.

EQUIPMENT/TOOLS USED:
- Computer (Word, Excel, Database, Outlook, Internet), Copier/printer, Phone, Fax, Breathalyzer and Drug Testing Kit

EDUCATION/EXPERIENCE:
- Bachelor’s Degree in Social Work, Human Services, Addiction Studies, Biblical Studies, Pastoral Counseling, Behavioral Studies, Management or a related field – required
- Master’s Degree in Social Work (MSW, LCSW), Counseling (MFT, etc.), or related field– strongly preferred.
- 1+ years of previous management/supervision experience and 3 years working within homeless/mental health/addiction field.
- Certified or licensed substance abuse counselor – preferred. If not, be willing to continue education towards certification/licensure.

Requirement: The Bay Area Rescue Mission is a privately funded 501 (c)3 non-profit, evangelical Christian ministry. Our designated purpose is religious and we are a Christ-centered ministry which is dedicated to sharing the Gospel and helping the homeless and impoverished. We consider every position to be essential in the fulfillment of our ministry and Statement of Purpose. As such, each employee must have a relationship with Jesus Christ as their personal Savior and Lord. All employees must:
  - Be able and willing to share the Gospel and participate in all of the ministry activities of the Bay Area Rescue Mission;
  - Subscribe to the Bay Area Rescue Mission Statement of Faith and Qualifications for Employment upon hire and continuously while employed;
  - Adhere to the Bay Area Rescue Mission Employee Handbook.

This position requires a Conflict of Interest Statement and a Confidentiality Statement.

My signature below acknowledges that I have read and understand the job description as described herein. I understand that this job description is not all-inclusive and that employment is at-will.

____________________________________  ________________________  ________________________
Signature                                   Printed Name                                   Date