



Union Gospel Mission Position Description

POSITION TITLE: Homeless Services Manager

REPORTS TO: Homeless Services Director

LOCATION: 3 NW Third Avenue, Portland, OR 97209; 9715 SE Powell Blvd, Portland, OR 97266

STATUS: Full-time, exempt

WAGE: \$46,000 - \$52,000 annually plus benefits

OVERALL POSITION DESCRIPTION:

Union Gospel Mission has a 98-year history of helping people experiencing homelessness in Portland. Our Mission: Through the transformative power of Jesus Christ, we open life-changing pathways to people experiencing homelessness, hunger, addiction, and abuse.

This position will support the Homeless Services Director to oversee Union Gospel Mission's Homeless Services Department, including overnight shelter, Search + Rescue, shower ministry, downtown services - food, clothing, chapel ministry, and referrals. Additionally, the position will support events – Operation Overcoat and holiday events including but not limited to Thanksgiving, Christmas and Easter. The position will provide support, orientation and training to UGM volunteers and LifeChange residents doing work therapy in the Homeless Services Department. The position will provide pastoral care and support to people experiencing homelessness, assisting men, women and children, and directing them toward services that help to meet the root cause of their homelessness – health care, mental health care, drug and alcohol treatment and supportive housing. The position will provide mobile outreach services to individuals who experience homelessness outside of the City Center.

This role requires being present three evenings at the shelter location (9715 SE Powell Blvd) or downtown Mission (3 NW Third Avenue, Portland OR) weekly), or on Search + Rescue (mobile outreach). The position will need to provide support four weekend evenings each month (i.e. 2 Friday nights and 2 Saturday nights).

The position will collect, analyze and enter data, collaborating with Homeless Services staff to provide a monthly report on outcomes. The position will spend approximately 1/3 of their time on administrative work.

RESPONSIBILITIES AND ESSENTIAL FUNCTIONS:

- Provide training and support to staff, volunteers, and LifeChange residents.
- Provide pastoral care, guidance and support to people experiencing homelessness.
- Refer people to Union Gospel Mission services and to other organizations.

- Build strong connections with local resources and develop meaningful relationships with partner agencies.
- Use Genesis Process skills to work with guests and LifeChange residents.
- Attend networking meetings with other social service providers.
- Monitor and report on quantitative and qualitative progress and outcomes.
- Maintain clear policies and procedures. Update policies and procedures manuals as needed.
- Coordinate with the Homeless Services Director and other staff to provide de-escalation and crisis management training to overnight staff and volunteers.
- Coordinate supply logistics – transporting food, blankets and cleaning supplies; purchasing supplies as needed; submitting check requests to Union Gospel Mission for reimbursement; providing transportation of supplies as needed.
- During snow/ice storms, coordinating transportation to ensure shelter workers are able to open shelter.

Onboard and train new overnight staff in all shelter responsibilities, including but not limited to:

- Setting up shelter, checking guests in using Mission Tracker software
- Preparing food and coffee; cleaning the bathrooms (including toilets), vacuuming
- Maintaining a peaceful and safe environment

JOB REQUIREMENTS:

- Champion for compassionate short and long-term spiritual, physical and emotional care
- Personal, warm yet professional demeanor
- De-escalation skills – training available
- Comfortable working with a wide diversity of stakeholders including volunteers, the LifeChange recovery community and individuals experiencing homelessness
- Able to deal with tense interactions with skill and diplomacy
- Excellent verbal and written communication
- Able to quickly problem-solve
- Exposure and involvement with a wide variety of Christ followers
- Driver's License and able to be approved by UGM insurance
- Experience managing staff (1-3 years preferred)
- Experience managing schedules and logistics (1-3 years preferred)

ADDITIONAL INFORMATION:

- A criminal history and background check are required and must be successfully completed
- Ability to effectively handle multiple tasks as assigned
- Ability to lift at least 50 lbs. unassisted
- Ability to walk up and down steps

QUALIFICATIONS:

Character: Strong commitment to the vision and values of Union Gospel Mission, have a passion for the gospel, and a desire to serve the homeless, broken, and addicted. Must be a follower of Jesus Christ and actively involved in a local Christian church. Must adhere to UGM's statement of faith and standards of conduct.

As a faith-based non-profit, UGM seeks individuals who align with our understanding of biblical and moral teaching as expressed in the UGM Statement of Faith:

We believe:

- The Bible is the Word of God
- There is one God, eternally existing as Father, Son, and Holy Spirit
- Jesus Christ was born of a virgin, lived a sinless life, died on the cross, rose from the dead, and will come again in power and glory
- People are saved by grace through faith in Jesus, and that faith is expressed by confession and repentance
- The Holy Spirit empowers believers to know and worship God

Please send resume and cover letter to Shannon Davidson @ shannond@ugmportland.org.

Union Gospel Mission
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