

Job Description

**Position Title: Housing & Supportive Services Manager
Wesley House Student Residence**

Contact: Lisa Norombaba, Executive Director lisa@sdwesleyhouse.org **619.732.6040**

Wesley House Student Residence aims to break the cycle of poverty and build strong communities by supporting equitable access to higher education through affordable housing and supportive services. We envision a San Diego County where all students, regardless of economic, social, or ethnic background, can build self-confidence, career stability and community engagement through equitable access to higher education.

Responsibilities:

Under the direction of the Executive Director, oversees and provides leadership to Wesley House housing and services programming. The Housing & Supportive Services Manager is responsible for the development, administration, implementation, and evaluation of all related programs including management of the Food Pantry, Student Support Services, Patio Programs and Housing Coordination. This position works closely with the Executive Director, Property Manager and Board of Directors to ensure that services to students are in line with the organization's Mission and strategic goals.

Qualifications:

- Bachelor's degree in social work or related field is required, Master's degree in social work or related field preferred.
- One year's experience working in a leadership and supervisory capacity in community outreach and social services, particularly with students from marginalized communities.
- Proven supervisory skills in planning and implementing assistance programs including assessing impact.
- Professional demeanor, excellent verbal and written communication skills, and the ability to work well with the public, staff, and volunteers.
- Proven fiscal management skills, knowledge of and expertise in outreach programming.
- Visual and auditory ability to respond to critical incidents and the physical ability to act swiftly in an emergency.
- Ability and means to travel as needed to occasionally facilitate food rescue.

Major Functions:

Direct Services:

- Provide one-on-one case management and direct services to residents/pantry clients, including assistance with applications for Med-Cal, CalFresh, and other public assistance.
- Supervise the Student Services Assistant and CalFresh Program Coordinator.
- Assist first generation college students by providing academic counseling on class planning, evaluation of degree progress, transfer applications, graduate school application, and FAFSA form.
- Manage Wesley House programs including patio programs, individual and group service sessions and the Food Pantry
- Regularly meet with Executive Director to evaluate and enhance Wesley House programming and services.
- Develop and implement program procedures, evaluation and tracking as needed.
- Ensure all Wesley House policies & procedures, HIPAA and other privacy requirements are always adhered to.
- Meet all reporting requirements and standards established by Wesley House Student Residence and its funders.
- Supervision of the Student Ambassador and the hiring and supervision of additional staff as needed.

Volunteer Development

- Recruit, train and supervise Pantry and program volunteers.
- Communicate to ensure that volunteers understand, display and foster Wesley House values.

Planning

- Work with the Executive Director in developing and implementing the overall branch operating plan to include branch planning, strategic planning, campaign and special events, program planning, and staff development.
- Establish goals and objectives for partnerships with SDSU, community colleges, foster care providers, homeless services and other appropriate educational/basic needs organizations.
- Work with the Development Director to support fundraising, media and communications efforts that provide support for the Wesley House Mission and program goals.

Administration

- Attend and participate in management meetings.
- Maintain and develop a strong network of service partners and external stakeholders.
- Develop work systems and processes to improve program functions.
- Represent the Branch as needed in the community through various groups, organizations, coalitions, etc.
- Assist in the maintenance of clean, attractive, safe, and well-repaired facilities.
- Participate as an enthusiastic team member in the organization's smooth operation.

Benefits:

- Job type: Regular Full Time
- Retirement Plan with Employer Match
- Paid time Off, Sick Leave and 14 Paid Holidays
- Health care stipend
- Pay: \$27-\$33 per hour, DOE
- Expected hours: 40 per week