

# NOW HIRING!



**ROOMS OF REFUGE**  
NEWAYGO COUNTY  
EMERGENCY SHELTER

## **PROGRAM MANAGER** **FULL-TIME**

### Job summary:

- Maintain open, friendly, collaborative relationship with staff, volunteers, public, community organizations, businesses, agencies, and our churches.
- Recruit, train, and supervise Rooms of Refuge staff and volunteers.
- Conduct intake interviews with potential Rooms of Refuge guests (including reviewing program expectations and screening for those who are most likely to be a good fit in the program).
- Run background checks on all Rooms of Refuge guests and volunteers.
- Complete Individualized Action Plans for each guest willing to contract into the Rooms of Refuge program.
- Provide Case Management for Rooms of Refuge guests, meeting with them twice a week for the duration of their time in the program.
- Follow-up with former guests at 3, 6, and 12 months after exiting Rooms of Refuge program.
- Lead Rooms of Refuge Oversight Committee monthly meetings.
- Oversee Rooms of Refuge trainings for volunteers at partner churches.
- Oversee the day-to-day operation of the Day Center, including:
  - Collaborating with volunteers to manage the usage of laundry and shower facilities, meal preparation, computers, and common spaces.
  - Coordinate transportation of guests and beds back forth between the Day Center and host churches.
  - Maintaining a master schedule of the host church rotation (including sharing it with all Love INC staff and local law enforcement).
  - Communicating weekly with partner churches about the unique needs of guests and arranging for any necessary adjustments to the plan.
- Tracking program expenses.

*Job summary continued-*

- In conjunction with the Executive Director:
  - Establish/develop/implement Rooms of Refuge policies and procedures.
  - Participate in monthly manager meetings.
  - When appropriate, seek out and develop new host locations for Rooms of Refuge within local churches.
  - Develop good working relationships with church leaders at the host locations and supporting churches.
  - Establish the annual Rooms of Refuge budget.
  - Participate in meetings with Rooms of Refuge partner churches.
  - Research and develop best practices for serving those with housing insecurities.
- Collaborate with Transformational Ministries (TM) to refer Rooms of Refuge guests to Growing Hope program.
- Conduct TM or Help Center interviews when additional specialized staff support is needed.
- Participate in Love INC devotions/prayer and ministry functions when able.

**Desirable Qualities:**

- Entrepreneurial spirit with excitement to launch new program (required)
- Personal relationship with Jesus Christ (required)
- Part of a church family (required)
- Teachable heart
- Team player
- Good verbal/written communication skills
- Good computer skills
- Ability to train/teach others
- Flexible/adaptable
- Good judgement/discernment
- A passion for relational ministry (working with people)
- A passion for helping others assess their gifts and talents
- A passion for sharing Jesus with our community

**EDUCATION/EXPERIENCE DESIRED:**

- Bachelor's Degree or higher in Social Work or related field with experience in case management and/or experience as a homeless service provider.



Uniting. Engaging. Serving. Transforming.