Mashpee Wampanoag Tribe
Housing Department
483 Great Neck Rd South
Mashpee, MA 02649
Phone (508) 477-0208 Ext. 104

Job Title: Temporary Homeless Shelter Manager, One Year Position
Department: Housing Department
Reports To: Housing Director
Status: Full-Time, Exempt w/benefits
Salary: $32,000.00 - $39,100.00 per year

Essential Duties and Responsibilities include the following:
- Oversee the COVID-19 Shelter Program.
- Work under the Housing Director, while working collaboratively with the Emergency Management Director.
- Manage client services, including intake and discharge procedures.
- Ensure that the shelter motels meet local and state regulations covering health, safety and capacity requirements.
- Develop skills-training, vocational and recreational programs.
- Handle client problems case-by-case, which might include struggles with domestic violence, physical or emotional illness, alcoholism, drug abuse and other conditions that contributed to their homelessness.
- Coordinate services for clients who need permanent housing, health care, financial help or job training.

Competencies:
To perform the job successfully, an individual should demonstrate the following competencies:

- Ability to excel in a Native American diverse, collaborative team environment. Show respect and sensitivity to Tribal citizens and Tribal culture.
- Maintain confidentiality.
- Speak clearly and persuasively in positive or negative situations, maintain composure and a positive attitude. Ability to communicate effectively in writing and orally.
- Understanding of mathematical concepts.
- React well under pressure; Treat others with respect regardless of their status or position.
- Excellent analytical and problem solving skills.
- Strong Public Relations skills.
- Broad array of client needs through referrals to providers of necessary services.
- Strong writing, reading, listening and speaking communications skills.
- Able to set and observe appropriate boundaries with clients.
• Possess well-developed decision making skills, attention to detail with a high level of accuracy.
• Possess a high level of interpersonal skills to handle sensitive and confidential homeless alliance, client, donor, and employee information and situations.
• Able to multi-task and remain calm in demanding and unpredictable situations.
• Ability to meet face-to-face with homeless individuals.

Qualifications:
• Human services training and a two or four-year degree or Minimum of 3 years of experience in Low-income housing, other Low-income family programs, Social Work, Human Services, or related field or a combination of education and experience to provide sufficient evidence of the successful performance of the essential elements of the job.
• Display a high level of initiative, effort and commitment towards completing assignments efficiently.
• Follow policies and procedures; Complete administrative tasks correctly and on time.
• Knowledge of basic grant and contracting process for government agencies.
• Proficient in Microsoft Word, Excel, and Access and/or other data base programs. Must have the ability to navigate the internet and email.
• Ability to read and interpret reports, procedure manuals, operating and maintenance instructions; ability to write routine reports and correspondence; ability to speak effectively before groups and individuals.
• Attendance/ Punctuality – Consistently arrive to work on time.
• Reliable transportation, and Mass State Driver’s license.

Preference given to qualified Native American candidates in accordance with the Indian Preference Act of 1934 (Title 25, U.S.C., Section 472).

Additional Requirements:
Required to pass a comprehensive background check and drug test. Must be able to travel for official business on occasion. Must be able to attend meetings evenings and/or weekends on occasion and as needed.

Mission Statement:
“The Mashpee Wampanoag Housing Department provides safe affordable housing to all Native Americans residing in the Tribe’s service area. We provide assistance and opportunities specific to the needs of Native Americans living within the Wampanoag community by offering the choice to remain in existing housing or return to quality housing provided on Ancestral lands, a place appointed to us by the Creator, and encourage the self-determination and economic independence for all Native American Indians.”