



IMMEDIATE OPENING **Warming Center Manager(Full-time, Seasonal)**

Healthy Acadia, a non-profit community health coalition providing health services primarily in Washington and Hancock counties and as well communities as across Maine, urgently seeks a full-time, seasonal Warming Center Manager at our INSPIRE Recovery Center in Ellsworth, Maine.

The Warming Center is a seasonal emergency shelter operated through Healthy Acadia at the INSPIRE Recovery Center and provides the homeless population a warm place to stay nightly from December to the end of April. The warming center staff provide nightly operations support throughout the shift to maintain a welcoming safe place that protects guests, volunteers, and staff.

The Warming Center is a nightly operation, open seven days per week, including holidays, from 7 p.m. to 7 a.m. The shift is overnight, from 6 p.m. to midnight, December 1, 2022, through April 30, 2023, with a potential to transition into daytime work as a Housing Coordinator for the rest of the year depending on availability of funding.

The ideal candidate has experience in providing direct service to high-risk community members, however we are willing to provide all necessary training to the right person.

Responsibilities

- Oversees warming center operations, including arrangement of the physical space, communication with daytime staff of the recovery center, ensuring all center policies and procedures are adhered to, etc.
- Supervises warming center support staff.
- Directly assists in center programming, including welcoming, intake, and orientation of guests; coordinating meals; distributing supplies (bedding, hygiene, or food); laundry; sanitation; cleaning; and other duties as assigned
- Responsible for filling missing shifts to ensure proper staffing each night.
- Enforces community expectations uniformly and consistently.
- Responsible for maintaining accurate nightly check lists and notes both either manually and electronically. All staff are required to review past notes, electronically, as the shelter is dynamic and changes nightly.
- Effectively resolves conflict and de-escalates challenging situations.
- Creates and maintains a monthly schedule.
- Reports appropriate information to staff in a timely manner.
- Documents and informs appropriate staff of any items that need to be ordered, repaired, or replaced.



- Always adheres to strict code of confidentiality regarding guests and fellow staff members
- Support and provide crisis intervention: identify, assesses, and intervene as needed to maintain the safety of guests, volunteers, and staff
- Provide guests with advocacy, education, and referrals for community resources and services.
- Responsible for knowing and following the Warming Center's policies and procedures.
- Works as a team with other colleagues and volunteers on shift and can work independently without direct supervision.
- Attend all staff meetings and trainings as assigned.
- Always represent the organization professionally.

Core Competencies

- Demonstrates effective communication skills by conveying necessary information accurately, listening effectively, and asking questions when clarification is needed.
- Plans and organizes work effectively and ensures its completion.
- Demonstrates reliability by being present for work as scheduled, arriving, and leaving on time and taking breaks in expected time frames.
- Interacts effectively with persons of diverse economic statuses, ethnic backgrounds, religious views, cultural backgrounds, sexual orientations, and treats everyone with respect and dignity.
- Demonstrates team behavior and promotes a team-oriented environment.
- Maintains positive relations with clients, volunteers, co-workers, staff from other agencies, agency funders, and the public.
- Provides trauma informed care.

Physical/Mental Requirements

The physical and mental demands described here are representative of those that must be met by an employee, with or without accommodation, to successfully perform the essential functions of this job.

- Hearing and vision adequate for interaction with guests, staff, volunteers, and the public.
- Ability to walk, bend, stand, sit, reach, stoop, pull, sit, and squat.
- Ability to regularly lift as much as 50 pounds.
- Ability to make decisions that reflect consistency with Healthy Acadia, INSPIRE Recovery Center and the Warming Center's philosophy, policies, and procedures.

Minimum Qualifications

- High School Diploma/GED.



- Knowledge of services available to low-income and homeless persons in the service area through local social services agencies or the demonstrated ability to obtain such knowledge.
- Flexible schedule.
- Ability to coordinate and supervise support staff.
- Ability to work independently.
- Ability to appropriately assess a situation and take corrective action
- Ability to provide crisis intervention and to follow procedure in crisis situations.
- Excellent written and verbal communication skills.
- Good computer skills. Familiarity with data collection programs, Google Drive, Microsoft Excel and Word.
- Two or more years experience working with at-risk and/or vulnerable populations preferred, but will train the right person.

The full-time position is 40 hours/week with strong benefits. Wage: \$24/hour.* This position is funded through April 2023 with the strong likelihood of continuing to long term. Full COVID-19 vaccination or appropriate medical exemption by the prospective employee's start date is a requirement of this position.

* Includes a \$3/hour differential for work performed between 6 p.m. and 8 a.m. Upon transitioning to normal hours of operation the rate of pay would be \$21/hour.

To apply: Email in a single attached document a cover letter, resume, and contact information for three professional references to jobs@healthyacadia.org. Applications will be reviewed immediately and on a rolling basis until the position is filled.

Healthy Acadia provides equal employment opportunities to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Healthy Acadia takes affirmative action to ensure that applicants and employees are treated fairly during the application process and post-hiring employment without regard to any of these characteristics. Discrimination of any type is not tolerated. Healthy Acadia is committed to creating a diverse work environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.