



Good Shepherd Center

218 Iron Ave SW

Albuquerque, NM 87102

505-243-2527

gscnm.org

Shelter Services Manager

Good Shepherd Center, a Saint John of God ministry, a mission of service to the most vulnerable members of the community in the Albuquerque metropolitan area, is seeking a Shelter Services Manager to provide overall management of the Good Shepherd Center's residential services. Duties include planning, implementing, and executing all aspects of operations associated with enhancing the dignity and quality of life of Center guests by delivering residential services. The scope of management responsibility includes administration of the Resettlement Program and oversight of the facilities used to provide all residential services. The men sheltered at the Center include participants in the drug and alcohol addiction rehabilitation program (Fresh Start Program), men in the Center's medical respite program, and men participating in the Resettlement Program. The paramount responsibility is to provide service in a dignified, respectful and hospitable manner that reflects the Mission, Vision and Values of Good Shepherd Center.

Duties and Responsibilities:

- Manage the operation and maintenance of all Good Shepherd Center (GSC) residential facilities to ensure that shelter services are provided to guests in a safe and secure environment.
- Manage the Resettlement Program, developing program goals, objectives, and plans; implementing plans and priorities, executing all program functions, evaluating program outcomes, and developing program improvements.
- Assess and orient clients applying for admission to the Resettlement Program, including carrying out the intake procedure.
- Administer Resettlement Program activities, to include explaining program guidelines and expectations, and monitoring progress of participants toward independent living.
- Develop individualized housing plans for guests.
- Provide support to guests in finding and maintaining housing by contributing to the enhancement of skill-building activities for daily living.
- Monitor guests' progress through regular follow-up, updates, and crises intervention.
- Refer guests to other resources if the Resettlement Program does not meet their needs.
- Provide supportive counseling and skills development in order to assist guests in preparing for interviews with landlords and employers.
- Create and maintain appropriate and professional case documentation; prepare daily, weekly, and monthly reports as appropriate.
- Develop and maintain professional relationships with internal and external support systems to provide complementary services to guests.
- Maintain and abide by confidentiality and ethical standards of the Good Shepherd Center at all times.

A mission of the Hospitaller Order of Saint John of God

Province of the Good Shepherd in North America





Qualification Requirements:

- Actively practices and promotes the Mission, Vision and Values of Good Shepherd Center.
- A Bachelor of Social Work Degree or equivalent.
- Minimum one year of experience performing work that is directly related to operation of a residential institution.
- Strong customer service and interpersonal skills with a hospitable, positive, and patient demeanor.
- Demonstrated skills in conflict resolution.
- An ability to appreciate the complexity and demands of 'hard to serve' individuals from diverse backgrounds.
- Ability to prioritize workload while carrying out multiple projects at the same time.
- Demonstrated ability to take initiative, work independently and contribute to a team environment.
- Basic IT skills.
- Excellent verbal and written communication and interpersonal skills to maintain team work with the ability to communicate effectively with individuals from diverse backgrounds.

Work Schedule:

Monday through Friday 2:00 PM to 10:00 PM

Application Procedure:

Announcement open from Friday, June 26, 2020

Send resume c/o Brother Sean McIsaac mailto: gsc@gscnm.org

Please include references with resume.

Good Shepherd Center will notify qualified candidates.

