



Open Position: Deputy Director of Emergency Shelter - Site Operations Manager

Welcome to La Colaborativa, a 501(c)(3) non-profit organization dedicated to empowering Latinx immigrants, enhancing community well-being, and advocating for accountability among institutional decision-makers.

Position: Deputy Director of Emergency Shelter - Site Operations Manager

Schedule: Monday - Friday, 10:00 AM - 6:00 PM, with occasional evenings and weekends

Location: 63 Sixth St., Chelsea, MA 02150

Salary: Commensurate with experience, plus up to a \$10,000 sign-on bonus

The Deputy Director of Emergency Shelter - Site Operations Manager exercises senior management of a team that implements culturally sensitive, empathetic homelessness prevention programming, wraparound services, and Emergency Assistance (EA) overnight shelter for families experiencing homelessness. Overseeing all day-to-day operations of a centralized EA family shelter facility, the position is tasked with managing a team of shelter staff, contractors, and vendors to promote safe, inclusive operations and client-centered program delivery for vulnerable residents, enabling residents' to attain economic and rehousing goals. Reporting to the Senior Director of Emergency Shelter, the Deputy Director oversees operations of a 300 bed family shelter through the Executive Office of Housing and Livable Communities Emergency Assistance (EA) Program, ensuring that residents, employees, and vendors are fostering a safe, compliant environment.

Key Responsibilities

- Manage all facets of shelter operations for 300-bed family facility, in conformance with EOHLC contract requirements, EA regulations, and program policies, while fostering an environment of cultural safety, dignity, and inclusion for all;
- Exercise supervision of a diverse team of direct service, administrative, and facility operations professionals, managing recruitment, onboarding, performance management, and discipline;
- Oversee the provision of dignified client-oriented emergency shelter and wraparound services with integrity, aligned with La Colaborativa's values and in compliance with all programmatic requirements;
- Exercise oversight of all aspects of facility operations, management, and maintenance;
- Supervise facility management personnel, undertake physical and operational needs assessments, and develop capital improvement plans, as needed;
- Develop, implement, and monitor staffing plans to maintain staff coverage, enhance program quality, and maximize the impact of human resources;
- Implement a centralized intake process to ensure eligible residents can access dignified

services;

- Lead public benefits navigation, economic mobility, housing stability, youth wellness, family enrichment, and rehousing initiatives to assist residents with attaining permanent housing and, ultimately, stability;
- Directly coordinate resident transportation, commercial transportation, site circulation, and general logistics related to shelter operations;
- Arrange on-site childcare, healthcare services, resource education workshops, workforce and educational trainings, and on-site community resources, in accordance with operational plans;
- Ensure that all personnel, shelter residents, contractors, and vendors adhere to all shelter and EA policies, procedures, and safety protocols, intervening as necessary to proactively mitigate conflicts;
- Procure, manage, and coordinate all supplies, materials, and services integral to operations from third-party vendors. Prepare and administer contracts, managing vendors to ensure timely, on-budget supply and service delivery;
- Uphold and institute all contractual, regulatory, and legal requirements necessary to promote a culture of compliance, safety, and dignified service delivery;
- Maintain accurate programmatic documentation, including, but not limited to, policies and procedures, operational plans, evacuation plans, health and safety protocol, incident reports, and shift reports;
- Foster robust partnerships with vendors, stakeholders, abutters, and community based organizations. Institute established communications plans and procedures;
- Assist in the preparation and execution of standardized onboarding, training, and professional development policies and procedures, facilitating the exchange of best practices and managing performance across staff.
- Ensure programmatic data integrity by stewarding systems of data entry, analysis, and processing, maintaining consistency across various services delivered on-site. Prepare and transmit daily reports to the Sr. Director, COO, and EVP. Prepare and submit monthly and quarterly reports, as required;
- Prioritize cultural safety and sensitivity, specifically with Latinx and immigrant communities, in all facets of work.

Qualifications and Skills

- Bilingual Spanish-English or Haitian Creole-English preferred;
- Bachelors Degree in social sciences, community planning, public policy, management, or related field;
- At least three (3) to five (5) years of progressive operations, management, and/or direct service experience. Experience supervising staff, managing operations, and leading housing, homelessness prevention, and/or human service delivery for vulnerable populations preferred;
- Previous experience with EOHLC's EA Program highly desirable;
- Exhibits a strong alignment with La Colaborativa's mission and values, reflecting a dedication to advancing equity, social justice, and the empowerment of the Latinx and immigrant community;
- Demonstrable ability to inspire, motivate, and direct service, administrative, and operational staff of varying backgrounds;
- Robust experience in the operation of programs centered on housing, homelessness

- prevention, and/or social and human services;
- Tactful, strategic interpersonal and communications skills;
 - Demonstrable track record of management, reporting, and compliance tied to government-funded programs;
 - Considerable experience in senior-level decision making, namely involving decisions yielding broad implications for the management and operations of multiple functional areas, as well as the wellbeing of residents;
 - Empathetic communication, interrelations, and engagement skills, with notable experience interfacing with a diverse array of vulnerable residents by employing a client-centered approach;
 - Background in excelling in a fast-paced, dynamic environment. Experienced at creating and implementing systems to remain organized and complete tasks on-time.

To Apply

If you are enthusiastic about our mission and the opportunity to empower the community, please submit your resume and a cover letter to Alex Train, Chief Operating Officer at alex@la-colaborativa.org.

La Colaborativa is an equal-opportunity employer. La Colaborativa actively embraces diversity and welcomes applicants from a wide range of backgrounds and experiences.