

<p><b>Organization Summary</b></p>	<p>Family Promise of Colorado Springs is dedicated to serving families with children experiencing housing instability. We offer a full continuum of services which include homeless prevention and diversion, shelter, transitional housing, and home-ownership opportunity.</p> <ul style="list-style-type: none"> <li>• Heart in Home – Homelessness Prevention and Shelter Diversion program. Family Promise works with families at risk of housing loss to stabilize in their existing housing. When housing is unsustainable, Family Promise works with families to identify options for temporary housing outside of shelter, and then works to rapidly resolve their housing instability.</li> <li>• New promise Family Shelter – Same day emergency shelter for families with children 18 and under.</li> <li>• Interfaith Hospitality Network – Family Promise’s core program for the past 22 years. This is currently a network of 30+ local congregations in the Colorado Springs area which utilize space in their facilities as temporary shelter families experiencing homelessness admitted to the IHN Family Shelter program.</li> <li>• Community Care Transitional Housing – Transitional Housing program which provides up to 6 months of stable housing to families successfully completing the IHN Program and who need longer support to obtain permanent, affordable housing.</li> </ul>
<p><b>Position Hours &amp; Benefits</b></p>	<ul style="list-style-type: none"> <li>• Full Time – 40 hours/week</li> <li>• Hourly – Non-exempt</li> <li>• \$16-\$18/hour DOE + Medical Benefits &amp; Paid Time Off</li> </ul>
<p><b>Primary Function</b></p> <ul style="list-style-type: none"> <li>• Why does this position exist?</li> </ul>	<ul style="list-style-type: none"> <li>• Using strengths-based approach to provide empowerment to families with children experiencing housing instability, allowing them to achieve permanent, stable housing, and reach individual financial goals.</li> </ul>
<p><b>Working Relationships</b></p> <ul style="list-style-type: none"> <li>• Reports to whom?</li> <li>• Works with whom?</li> </ul>	<ul style="list-style-type: none"> <li>• Reports to the Leadership Team</li> <li>• Works with Family Support Specialists and Safety &amp; Security Techs to support the families staying at New Promise Family Shelter</li> </ul>
<p><b>Dimensions</b></p> <ul style="list-style-type: none"> <li>• Measurable Factors?</li> </ul>	<ul style="list-style-type: none"> <li>• Case load of 8-12 families</li> </ul>
<p><b>Principal Duties &amp; Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Essential job functions</li> <li>• Primary day-to-day responsibilities &amp; activities of the position.</li> </ul>	<ul style="list-style-type: none"> <li>• Receive new guests, complete intake paperwork, create proper guest files and orient new clients to Family Promise.</li> <li>• Provide case management and support aimed at employment readiness &amp; stability, financial accountability, and securing permanent housing.</li> <li>• Maintain daily operations of the shelter, ensuring safety and provision of all necessary items and services to guests, including meal deliveries and supply management.</li> <li>• Coordinate and collaborate with other service providers to ensure sufficient support for Shelter Program services</li> <li>• Provide resources from community service providers.</li> <li>• Maintain accurate guest information in daily logs and data collection systems (Homeless Management Information System (HMIS) and proprietary data system, including family status, outcome reporting, and on-going grant reporting.</li> <li>• Foster community building through guest activities and skill development workshops (budgeting, financial literacy, stress management, academic supports, technical supports, etc.)</li> <li>• Ensure safety and well-being of guests, resolve guest conflicts, and ensure adherence to all shelter policies and procedures.</li> <li>• Provide leadership in the event of crisis situations and emergencies.</li> <li>• Hold guests accountable for program compliance.</li> <li>• Attends staff meeting and participates in activities designated by the Director of Operations and/or Chief Executive Officer.</li> <li>• Other duties as may be assigned by the Director of Operations and/or Chief Executive Officer.</li> <li>• Quarterly Program Reports.</li> </ul>

<p><b>Work Environment</b></p> <ul style="list-style-type: none"> <li>Working conditions including physical requirements, equipment used, time constraints, public contact, etc.</li> </ul>	<ul style="list-style-type: none"> <li>We are a workplace which believes in and promotes healthy work-life balance.</li> <li>Work is completed both in an office environment and in other community settings.</li> <li>Direct interactions with families experiencing homelessness.</li> <li>Job requires working some evenings and weekends.</li> <li>Occasional lifting of materials of up to 30 pounds is necessary.</li> </ul>
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>Minimum education and/or experience required to perform the job.</li> <li>Specific skills necessary/desired</li> </ul>	<p><b>Education &amp; Experience</b></p> <ul style="list-style-type: none"> <li><u>Minimum:</u> Bachelor's Degree from an accredited college or university; <b>or</b> a two-year degree plus two years of experience in the field of shelter services and/or social services; <b>or</b> five years of experience in the field of shelter services and/or social services. (Experience must be documented and verifiable on your resume)</li> <li><u>Preferred:</u> BA/BS in Social Work, Human Services, or other closely related field. At least two years of experience in a case management environment. Experience working in direct services related to family services, shelter services, and community resources.</li> </ul> <p><b>Other Qualifications</b></p> <ul style="list-style-type: none"> <li>Ability to pass a criminal background check.</li> <li>Current valid driver's license and dependable vehicle (with current registration and insurance).</li> <li>Strong computer competence required with proficiency in Microsoft Office applications</li> </ul> <p><b>Specific skills necessary/desired</b></p> <ul style="list-style-type: none"> <li>Operates with professionalism, authenticity, and integrity.</li> <li>Beneficial to have experience providing trauma informed care and understanding of barriers and issues with families and children experiencing housing instability face in El Paso County.</li> <li>Ability to work with special populations including victims of trauma, those with chronic mental illness and/or substance abuse, de-escalation and crisis intervention skills highly valued.</li> <li>De-escalation and crisis intervention skills highly valued.</li> <li>Experience, competence, and sensitivity to connect effectively and work well with families in crisis.</li> <li>Excellent communication skills, including both written and verbal.</li> <li>Able to work independently, as well as effectively within a team. Must be able to work well with guest families, colleagues, board members, volunteers, and collaborating agencies.</li> <li>Detail oriented and able to execute projects in a fast-paced, often pressured environment.</li> <li>Ability to work cooperatively with Family Promise staff and form strong partnerships with outside agencies.</li> <li>Willing to comply with the Family Promise confidentiality policy as outlined in employee manual.</li> <li>Willing to work variable hours. (Standard schedule, some nights and weekends.)</li> <li>Must be comfortable providing services to all families with children, regardless of their personal backgrounds and beliefs, and be comfortable working in collaboration with faith-based organizations.</li> </ul>
<p><b>To Apply</b></p>	<p><b>Please submit cover letter and resume to:</b></p> <ul style="list-style-type: none"> <li>Mail: Family Promise of Colorado Springs 519 North Tejon Street Colorado Springs, CO 80903</li> <li>Email: crystal@familypromisecos.org (Family Services Manager in subject line)</li> <li>Fax: (719) 329-1288</li> </ul> <p>This position will be filled as soon as a qualified candidate is identified. Due to limited staffing resources, we are unable to respond to phone inquiries. This job announcement is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position.</p> <p><i>Family Promise of Colorado Springs is an equal opportunity employer, drug-free workplace, and seeks a diverse pool of applicants.</i></p>