



Job Description

WTLC is proud to be an Equal Opportunity Employer. We are committed to maximizing the diversity of our team and want to involve all those who can contribute to our inclusive culture. People of color, LGBTQ individuals, people with disabilities, and people with other marginalized identities are encouraged to apply.

Job Title	Housing Program Supervisor
Reports To	Associate Director of Housing Program
FLSA; Pay	Full-time; Non-Exempt; \$28/hour

WTLC believes all individuals have a right to a safer and healthier life and therefore, every day we work toward ending the cycle of violence. It's challenging, the results are not always immediate, some days the issues seem insurmountable, but when you dig deeper you see the importance of your work, your role, and this serves as a catalyst to continue the journey. Sleeves rolled up, we are in this work until the end; and we are looking for others to join us in our mission.

JOB PURPOSE

Women's Transitional Living Center (WTLC) was founded in 1976, making WTLC the oldest domestic violence service provider in Orange County and third oldest in the nation. With a vision of ending the cycle of violence, our mission is to help individuals and families escape the depths of domestic violence and exploitation. To do so, WTLC provides the tools and resources to build self-esteem and empower people for independent living.

WTLC is committed to serving all survivors of domestic violence and human trafficking, including women, men, and families. We accept populations that would normally struggle to find help including re-entry survivors coming out of the prison system, survivors with alcohol and drug addiction, and the underserved population.

Under the direction of the Associate Director of Housing Services, the Program Supervisor provides supervision and guidance to Housing Advocates and is responsible for the overall development and coordination of trauma-informed approach to programs and services offered for the benefit of residents which include youth and adults who are in our Housing Program.

GENERAL DUTIES AND RESPONSIBILITIES

- Provide supervision and guidance to staff of case managers and advocates, which includes but not limited to training of new staff, conducting weekly case assignment meetings, review cases, provide additional training and development of staff skills, and establishing work schedules
- Establish and facilitate daily staff check in
- Fulfill the responsibilities of a case manager as needed by the organization
- Establish collaborative relationships with outside agencies and maintain communication with agencies, staff and clients
- Facilitate group learning activities and development of program for residents under the advice and supervision of the Associate Director of Housing Services
- Make determination of participants' entry into housing program based on established criteria and space; admit new residents to shelter, providing initial orientation and counseling, including necessary documentation

- Maintain statistical information (group sign-in sheets, client files, Apricot)
- Follow case plan, maintain case files both hard copies and in data systems (Apricot)
- Monitor adherence of program policies and procedures by clients, volunteers and visitors, including all safety matters pertaining to the adults and minor children residing in the Housing Program
- Oversee Housing security and clients' safety during shifts, including knowledge of the security and fire alarm systems
- Provide all specialized services necessary to help clients with addiction issues become safe, stable and sober
- Transport clients and/or their children to various locations (court, school, park, etc.) as needed
- Provide on-call support on emergency related issues during evening and overnight shifts
- Other duties may be assigned

QUALIFICATIONS

- Minimum one (2) years of related experience; experience in nonprofit sector is preferred
- Bachelor's Degree in Social Services/ Human Services or related field. Master's degree in related field is a plus.
- Familiarity with Microsoft Office 365
- Ability to multi-task and prioritize in a dynamic work environment
- 40-Hour Domestic Violence Training Certified
- Strong written and oral communications skills
- Has not been a recipient of WTLC services for at least three (3) years
- Possession of a current and valid California driver's license, a car, liability insurance which meets California State minimum requirements and an acceptable driving record
- Successful completion of a pre-employment background check

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Typical schedule to be determined between Monday – Friday during normal business hours. Flexible to work evenings and weekends, as needed. Regularly required to sit and use hands and fingers; intact vision abilities required. Occasionally required to lift and/or move heavy objects.

To be considered for this position, please email a cover letter, resume, and salary requirement to careers@WTLC.org with "Program Supervisor - Housing" in the subject line. No phone calls please.

For more information on WTLC, please visit our website at www.WTLC.org.