



## **Associate Director of Navigation Center Operations** Shepherd's House Ministries Job Description

Under the supervision of the **Executive Director** and the **Director of Emergency Services**, the **Associate Director of Navigation Center Operations** (“**Associate Director**”) will proactively nurture, maintain and monitor the safe and healing environment of our community as a place where grace, truth, and love are expressed freely and the hearts and lives of people are transformed. Specifically, the Associate Director will lead the on-site daily operation by **Shepherd's House Ministries** (“**SHM**”) of a navigation center pursuant to a contract between SHM as operator and the City of Bend as contract holder. In this capacity, the Associate Director will guide the Navigation Center's mission to connect individuals and families with health service, permanent housing, public and private benefits, and rehabilitation.

### **Personal/Character Attributes**

The Associate Director will demonstrate and exemplify:

1. Desire to build relationships by living openly, honestly and authentically.
2. Desire to invest in and empower co-workers through trusting, loving relationships.
3. Desire and ability to lead the Shelter team to be attentive to, care for and serve needs of shelter guests, based on services provided by the shelter.
4. Desire to support and accomplish the Mission goals stated above.
5. Desire and ability to lead and collaborate with colleagues, volunteers, donors and others .

### **Mission**

As a ministry of the Shepherd's House, we provide a safe and healing environment for those in need of safe, overnight shelter; nurturing and supportive community; and rehabilitative relationships and services. We seek to provide these benefits to protect the physical body and heal the spirit of trauma and indignity from longer term afflictions. We are a community-supported ministry that seeks to engage communities, churches, organizations, and volunteers to join us in our mission specifically within Bend, but also generally throughout Central Oregon. We seek to build alliances with such partners to serve the unsheltered and needy of Bend and Central Oregon.

### **Areas of Responsibility**

The Associate Director will work under the supervision of, and in collaboration with, the Director of Emergency Services to fulfill the overall function of the Navigation Center. The overall goal is to guide individuals and families toward health service, permanent housing, public and private benefits and rehabilitation.

Toward this overall goal, the Associate Director will be expected to fill the following specific duties and responsibilities:

1. Provide a welcoming and safe environment at the Navigation Center where guests are encouraged to access, and benefit from, day-use activities and navigation services.
2. Maintain and provide navigation meeting space and other resources that accommodate and support rendering of navigation services.
3. Take lead responsibility in developing and providing day-use activities, presentations, and other services, including meals and refreshments, in collaboration with the Director of Emergency Services and SHM leadership.

4. Take lead responsibility in connecting guests with navigation services, as well as in tracking, managing, and sustaining guests' use of such services.
5. Take lead responsibility in creating, sustaining, and conducting partnerships with navigation service partners, to fulfill the overall mission of the Navigation Center.
6. Take lead responsibility in supervising the SHM Navigation Center staff daily to engage guests, liaise with service providers to identify needs and service paths, communicate with appropriate service providers, and to promote engaged connection between guests and service providers.
7. Take lead responsibility, in collaboration with the Director of Emergency Services and SHM leadership, to develop a plan to identify and include, on a consistent basis, the relevant navigation and service partners that will enable the Navigation Center to fulfill its mission.
8. Take lead responsibility, in collaboration with the Director of Emergency Services, to track, compile, and report all measures of success, measures of challenge, and/or metrics identified and required under SHM's operation contract with the City of Bend.
9. Represent and communicate with media, community partners, and give presentations with civic leaders and agencies regarding Navigation Center Operation.
10. Take lead responsibility for staff and guest interaction with volunteers, donors, and other visitors to the Navigation Center; both to support the mission of the Navigation Center and to represent SHM as an organization and culture.
11. Take lead responsibility for safe, secure, and sanitary operation of the Navigation Center as a physical facility, to enable fulfillment of the Navigation Center's mission.
12. Take lead responsibility for procurement and availability of on-going supplies, equipment, and other needs for operation of the Navigation Center in fulfillment of its mission.
13. Take a role of leadership in helping, caring for and providing encouragement to guests, staff, volunteers, and all others present at the Navigation Center while staying consistent with the core values of SHM and the overall mission of the facility. This will include leadership in cultivating and maintaining an environment of grace, openness, and authenticity.