

## Humanitarian Respite Center Program Director

### Position Summary:

YMCA International Services is a unique branch of the Y of Greater Houston and seeks to meet the needs of Houston's significant refugee and immigrant communities. We provide comprehensive programs that focus on building human assets and fostering self-sufficiency. The Respite Center Program Director will provide overall leadership and direction to a team of staff and volunteers providing temporary housing and other material assistance in a welcoming environment to immigrant individuals and families that are in transition and/or traveling to other parts of the country. Bilingual English/Spanish a plus.

### Essential Functions:

1. Directs and supervises program activities to meet YMCA objectives (see detailed list below).
2. Manages/directs all aspects of staffing which may include (recruiting, hiring, training, development, and scheduling of personnel and volunteers as needed. Monitors staff performance. Develops strategies to motivate staff and achieve goals.
3. Maintain program activities and expands program in accordance with strategic and operating plans.
4. Maintain collaborative relationship with program partners and community organizations.
5. Develops and monitors program budget.
6. Coordinates use of facilities for program activities.
7. Responds to all inquiries and complaints in timely manner.

### YMCA Competencies (Team Leader):

***Mission Advancement:*** Models and teaches the Y's values. Ensures a high level of service with a commitment to changing lives. Provides volunteers with orientation, training, development, and recognition. Cultivates relationships to support fund-raising.

***Collaboration:*** Champions inclusion activities, strategies, and initiatives. Builds relationships to create small communities. Empathetically listens and communicates for understanding when negotiating and dealing with conflict. Effectively tailors communications to the appropriate audience. Provides staff with feedback, coaching, guidance and support.

***Operational Effectiveness:*** Provides others with frameworks for making decisions. Conducts prototypes to support the launching of programs and activities. Develops plans and manages best practices through engagement of team. Effectively creates and manages budgets. Holds staff accountable for high-quality results using a formal process to measure progress.

***Personal Growth:*** Shares new insights. Facilitates change; models adaptability and an awareness of the impact of change. Utilizes non-threatening methods to address sensitive issues and inappropriate behavior or performance. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

**Qualifications:**

1. Bachelor's degree in related field or equivalent.
2. One to two years related experience preferred.
3. Minimum age of 21.
4. Upon hiring: completion of: Child Abuse Prevention for Supervisory Staff; Working with Program Volunteers; CPR; First Aid; AED; Bloodborne Pathogens.
5. Completion of YMCA program-specific certifications.

**Physical Demands:**

Sufficient strength, agility and mobility to perform essential functions and to supervise program activities in a wide variety of indoor and outdoor locations

**Program Specific Duties**

- Organize and ensure the safe provision of services at Respite Center.
- Develop strategies and mechanisms to address the needs of Respite Center guests.
- Maintain effective communication and coordination with partners and other stakeholders.
- Manage and coordinate 24/7 operations.
- Purchase and distribution of supplies and materials.
- Coordination and distribution of donated items.

## **Humanitarian Respite Center Driver (2 openings)**

### **Position Summary:**

In this temporary assignment, the Immigrant Respite Driver will primarily be responsible for ensuring the transportation needs of Respite Center guests in a safe and humane way. Treat all guests with dignity and respect as the YMCA assists them during a challenging and traumatic period in their lives.

### **Essential Functions:**

- Pick up and return Mini bus to Respite Center Location.
- Transport Respite Center guests to bus station and airports according to established shuttle schedule.
- Maintain cleanliness of YMCA vehicles.
- Ensure YMCA vehicle always has sufficient fuel.
- Report any maintenance issues to supervisor.

### **Qualifications:**

- Must have valid Texas Driver's License and clean driving record.
- Must complete Defensive Driving Course.
- Must be 21 years or older to satisfy insurance requirements.
- Able to read map and be familiar with major freeways/roads in Houston.
- Responsible for any tickets and fines issued, except for those due to maintenance of the vehicle.
- High School Diploma or equivalent.

## **Humanitarian Respite Center Representative (up to 30 openings)**

### **Position Summary:**

In this temporary assignment, the Immigrant Respite Representative will primarily be responsible for ensuring the needs of Respite Center guests are provided in a safe and humane way. Treat all guests with dignity and respect as the YMCA assists them during a challenging and traumatic period in their lives. The Immigrant Respite Representative will, in conjunction with the volunteer team, be responsible for the smooth and safe operation of the Center and ensure the needs of those it serves are met.

### **Essential Functions:**

1. Works with Program Director to ensure respite center meets goals.
2. Guest in-take and supervision.
3. Assist Director to ensure the safety of all respite guests and respite program volunteers.
4. Assign and monitor sleeping areas.
5. Assist with the distribution of meals and snacks.
6. Organize and distribute donated clothing, hygiene kits and other items.
7. Assist Director in leading and organizing the effort of volunteers.

### **Qualifications:**

1. Excellent written and verbal English communication skills.
2. Fluency in (spoken, written, and reading) Spanish strongly preferred.
3. Flexibility and adaptability in assignments.
4. Good customer relationship skills.
5. High School Diploma or equivalent.
6. Minimum age of 18 years old.