



3350 Mottman Rd SW  
Olympia, Washington 98512  
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www.quixotecommunities.org

## **JOB DESCRIPTION**

### **11/19/21**

#### **Job Title: Program Supervisor**

Employer: Panza dba Quixote Communities, a 501c3 nonprofit

Location: Orting Veterans Village in Orting, Washington

Application Deadline: January 3, 2022

#### **Who We Are:**

We strongly believe at Quixote Communities that everyone deserves safe and affordable housing. We work to provide housing for our community members experiencing homelessness in Thurston, Pierce, and Mason Counties in Washington state. We manage tiny house villages that offer communal living with rich peer mentorship and support. Our staff work side-by-side with residents to help them reach their individual goals and to connect them with various community services. Our houses are economically efficient, costing less than half of what it costs to build your average apartment. We also leave a smaller footprint with our less than 300 sq. ft. homes. But the most rewarding part of it all, is that our residents are no longer homeless. Housing is a primary need, first and foremost. Once residents are housed, they are then able to work on other aspects of their lives such as education, employment, substance use, physical/mental health and future housing needs. This is no easy feat. Our residents are resilient survivors, and we see their successes here every day.

#### **Job Summary:**

The Program Supervisor provides property management services and oversight for the previously homeless residents of the Orting Veterans Village, including collecting rent, supervising staff, overseeing the overall maintenance of the village, and supporting residents in weekly meetings. The Program Supervisor supervises the Case Managers and Americorps VISTA and reports directly to the Executive Director. This position shares an on-call rotation with staff.

#### **Salary and Benefits:**

This is a full-time, permanent position. The salary range is \$42,000-\$52,000 per year, depending on experience and qualifications. There is also a \$500 monthly stipend for health insurance. Full-time employees are entitled to eleven paid Holidays. You will also start accruing personal vacation beginning the first month of employment.

#### **Responsibilities:**

1. Act as onsite facilities manager, including responsibility for facilities maintenance, arranging for any contracted repairs, maintaining a preventive maintenance schedule, and coordinating with the Village Life Committee for custodial work performed by residents.
2. Direct, plan, supervise, and coordinate the work of the program staff including evaluation, training, hiring, and team building. Staff includes Case Managers, Americorps Vista, and part time interns and work-study students.



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3. Perform annual performance reviews for full-time staff and provide supervisory feedback on work.
4. Provide staff support to the Village Life Committee, elected leaders and provide leadership coaching and assistance to ensure that the Resident Council can fairly and consistently enforce village life rules and standards of behavior and amend them when necessary.
5. Maintain annual operational and maintenance budget of over \$300,00 and monitor expenditures and plans to ensure operations are within budget
6. Be responsible for management of a resident-governed Village, including program oversight, public relations, and meeting reporting requirements for funders and government agencies.
7. Ensure compliance with fair housing and landlord/tenant laws and manage related processes such as issuing legal notices and providing follow-up when there are lease violations or evictions.
8. Maintain and manage resident database with move-ins, move-outs, and accounting ledgers including processing security deposits and rent payments.
9. Report to the Executive Director at weekly meetings on progress and development of the program.
10. Attend monthly Quixote Communities board and appropriate subcommittee meetings and inform the board of any problems that may arise, any policies or processes that need improvement, and the Village's track record in meeting its performance goals.
11. Stay up to date on policies and issues regarding homelessness in the local and national arena.
12. Manage the use, driver training, and maintenance of the Village van.
13. Other job duties as assigned

### **Minimum Qualifications**

1. **Education/Training:** Bachelor's Degree in nonprofit management, social services, related field, or equivalent experience.
2. **Experience:** Must have 2 or more years in a social services field. Must have 2 or more years of experience in a supervisory role.  
**Availability:** Full time, Monday-Friday, must be willing to work the hours needed to accomplish tasks.
3. **Technology:** Proficient computer skills including Microsoft Office Suite. Ability to maintain the resident database and to find resources online.
4. **Licenses/Certification:** Must possess a Valid WA State driver's license and current driving abstract indicating clean driving record and reliable transportation. Must pass a criminal background check.



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### **Desired Knowledge/Skills/Attributes**

1. Supports the mission, beliefs, and values of the Quixote Communities. Must be passionate, committed, and possess a strong desire to help people experiencing homelessness.
2. Demonstrated leadership skills and confidence.
3. Knowledge of nonprofit management, human resources, property management, overseeing construction/maintenance contracts, or similar experience.
4. Strong public speaking, public relations, and written and oral communication skills.
5. Demonstrated expertise in management, including ability to establish and manage files, understand and comply with multiple contracts and reporting requirements, and perform all the administrative functions of a small nonprofit organization.
6. Strong organizational and time management skills.
7. Ability to work independently with limited direction, lead and organize small and large groups, and learn quickly.
8. Ability to work well with others and foster collaboration
9. Ability to effectively manage conflicts, solve problems, work under pressure, meet deadlines, and handle the unexpected.
10. Ability to work effectively with diverse clients with a broad spectrum of assets and needs, particularly mental health and substance use, while maintaining health boundaries.
11. A working knowledge of local services including employment, housing, mental health and substance use services.

### **Application process**

Send cover letter and resume to:

Quixote Communities  
3350 Mottman Road SW  
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Or email to: [info@quixotecommunities.org](mailto:info@quixotecommunities.org)

Panza dba Quixote Communities is committed to equal opportunity and promotes equity as one of its core values. Quixote Communities does not discriminate against any person on the basis of actual or perceived race, color, religion, national origin, ancestry, citizenship, status, age, ability, gender, marital status, veteran status, sexual orientation, or any other characteristic protected by applicable federal, state, or local laws. Applicants committed to equity from all backgrounds, experiences, abilities, and identities, and in particular those who are veterans and/or in communities disproportionately affected by homelessness are encouraged to apply.

For more information, go to [www.quixotecommunities.org](http://www.quixotecommunities.org)