



## Dakota Woodlands Position Description Program Supervisor

<b>Job Title:</b>	Program Supervisor
<b>Hours:</b>	Exempt, Full Time, Weekdays 4pm-midnight and every other weekend
<b>Pay Rate:</b>	\$48,000 - \$50,000 annually

---

### Organizational description

Dakota Woodlands is a nonprofit human services organization located in Eagan, MN that provides shelter and supportive services to families experiencing homelessness in Dakota County. Dakota Woodlands offers a safe and friendly environment for families to transition from being homeless to finding sustainable and independent housing. Families staying at Dakota Woodlands receive nutritious meals, private bedrooms, personal care products, seasonal clothing, and an opportunity to learn life-building skills through an educational curriculum which helps them be successful on their own.

Dakota Woodlands is committed to diversity and to equal opportunity employment. Dakota Woodlands does not discriminate on the basis of race, creed, color, ethnicity, national origin, religion, sex, sexual orientation, gender identity and expression, age, height, weight, physical or mental ability (including HIV status), veteran status, military obligations, or marital status. This policy applies to hiring, internal promotions, training, opportunities for advancement, and terminations and applies to all Dakota Woodlands' employees, volunteers, clients, and contractors.

### Position Overview

The Program Supervisor's primary responsibility is to support direct service staff and manage administrative tasks for Dakota Woodlands' Residential Program including 24/7 staffing support, scheduling, oversight of shelter activity, supervising staff, addressing issues as they arise, and working in partnership with all Program staff to ensure clients' successful exit from shelter.

### Areas of Responsibility:

- Supervises direct service staff and maintains high quality professional and ethical standards.
- Provides overall shelter supervision during evening and weekend shifts.
- Assures policies and procedures are implemented consistently, considering individual circumstances and exceptions, as needed.
- Provides administrative support to the Program team through scheduling, documentation, and ensuring policies are up to date and communicated regularly.
- In collaboration with the Program Director, address and follow up with Grievance Forms and Incident Reports.
- Coordinate staff orientation and training with Program Director to ensure all Program staff receive a comprehensive on-boarding experience.
- In partnership with the Program Director, assures 24-hour program staffing, scheduling regular and additional staff as needed.
- In collaboration with the Program Director, ensures residents comply with program expectations, executing write-ups and discharges as needed.
- Supports staff in de-escalation and crisis intervention.
- Promotes positive teamwork, performs tasks both apparent and delegated.

**Qualifications:**

- Bachelor's Degree in Social Work or related field or equivalent experience.
- 3+ years of personnel supervision and program coordination.
- Experience in direct client service working with families, preferably in a residential setting.
- Ability to represent organization and provide positive leadership.
- Ability to work with multiple concerns at one time. Ability to assess a crisis situation and respond appropriately.
- Ability to work with people of diverse economic, religious, cultural, gender backgrounds. Sensitive, caring, flexible, open-minded, mission-driven.

**To Apply:** Email cover letter and resume to [jessica@dakotawoodlands.org](mailto:jessica@dakotawoodlands.org). Applications will be reviewed as received and opportunity will be closed when a qualified candidate accepts the position.