



POSITION TITLE: Program Manager, Hygiene & Donation Center

REPORTS TO: Chief Impact Officer

FLSA STATUS: Exempt

JOB TYPE: Full Time -In Person

SALARY: \$70,304 - \$85,000 annually

POSITION SUMMARY:

The Program Manager, Hygiene & Donation Center oversees the daily operations of hygiene-focused services and programming, ensuring all services are delivered in a safe, welcoming, trauma-informed, and client-centered environment. This role is responsible for managing hygiene center operations, shower and laundry services, restroom maintenance coordination, hygiene supply distribution, and related wellness support services. The Program Manager develops engagement strategies that encourage clients to participate in supportive services, including case management, healthcare, housing navigation, and employment programs.



Why St. Mary's Community Services?

- Mission-Driven Leadership – Be at the heart of an organization dedicated to serving the most vulnerable.
- Strategic Influence – Shape policies and initiatives that uplift lives and drive systemic change.
- Collaborative Environment – Work alongside a passionate team, community partners, and dedicated stakeholders.
- Sustainable Impact – Lead an organization committed to long-term solutions for housing, healthcare, and social support.

Essential Duties & Responsibilities

- Ensure hygiene services are delivered in a safe, respectful, trauma-informed, and client-centered manner.
- Oversee daily operations of hygiene services, including shower facilities, laundry services, hygiene supply distribution, restroom access, and related wellness support areas.
- Develop and implement operational procedures, schedules, and protocols to maintain high-quality service delivery and cleanliness standards.
- Monitor facility usage and service flow to maximize accessibility and efficiency for clients.
- Ensure hygiene supplies, linens, laundry products, and operational materials are consistently stocked and appropriately distributed.
- Coordinate with facilities and maintenance teams regarding cleanliness, repairs, sanitation concerns, and operational needs.
- Develop and implement client engagement strategies that encourage participation in supportive services, including case management, healthcare, behavioral health, employment, and housing programs.



Client and Community Engagement

- Foster a welcoming and inclusive environment that promotes dignity, respect, and client engagement.
- Support client access to hygiene services while maintaining fair and consistent operational procedures.
- Assist in reducing barriers to service participation through trauma-informed engagement and de-escalation techniques.
- Coordinate community donations and hygiene-related partnerships to support operational needs.
- Support outreach and engagement efforts for vulnerable populations utilizing hygiene services.
- Demonstrate improvement in client linkage to supportive services through engagement at hygiene service locations.

Program Coordination and Collaboration

- Collaborate closely with internal departments including case management, health services, facilities, operations, and security to ensure coordinated client support.
- Serve as a liaison with external service providers, volunteers, healthcare partners, and community organizations supporting hygiene and wellness programming.
- Participate in interdisciplinary meetings and operational planning discussions to improve client care and service delivery.
- Support emergency response coordination and operational continuity during incidents affecting hygiene services.



Employee Supervision and Development

- Supervise donation, hygiene and laundry services staff and ensure consistent implementation of operational procedures and client engagement expectations.
- Conduct regular supervision meetings, coaching, performance evaluations, and professional development planning.
- Coordinate staff training related to trauma-informed care, sanitation procedures, conflict resolution, safety protocols, and client engagement.
- Ensure staff maintain accurate participation tracking and documentation within HMIS or other required databases.
- Promote accountability, professionalism, and teamwork among staff members.
- Oversee the intake, organization, and distribution of donated clothing to ensure efficient and equitable access for clients and program participants.
- Monitor clothing inventory levels and coordinate with donation staff to maintain adequate supplies and resources to meet operational and client needs.

Data, Reporting, and Compliance

- Monitor and report program metrics, service utilization, participation trends, and operational outcomes.
- Maintain accurate records and documentation to support compliance, reporting, and program evaluation.
- Assist with budgeting, procurement, inventory tracking, and resource allocation for hygiene operations and supplies.
- Ensure compliance with organizational policies, grant requirements, health regulations, and operational standards.

Health, Safety, and Facility Management

- Ensure compliance with sanitation requirements, health codes, safety standards, and risk management procedures.
- Monitor hygiene facilities to maintain a clean, safe, and functional environment for clients and staff.
- Respond appropriately to incidents, emergencies, behavioral concerns, and operational disruptions in coordination with leadership and security staff.
- Support infection prevention, hygiene education, and environmental safety practices.



Physical & Mental Requirements

Mobility: Ability to frequently walk, stand, and move throughout shelters, day centers, hygiene centers, and other campus locations, and to sit at a desk or workstation for extended periods while completing documentation, data entry, assessments, and reports; occasional bending, reaching, or climbing stairs as required.

Lifting: Ability to lift, carry, or move files, supplies, or client belongings up to 20 lbs. occasionally.

Visual: Ability to perform close-up work, read electronic and paper records, and use computers and mobile devices for extended periods.

Hearing/Talking: Ability to hear, understand, and communicate clearly with clients, staff, and community partners in person, by phone, and in environments with moderate noise.

Emotional/Psychological: Ability to maintain emotional resilience, sound judgment, and professionalism when working with individuals experiencing homelessness, trauma, mental health challenges, or crisis situations.

Environmental: Ability to work in shelter and campus-based settings with varying noise levels, occasional outdoor exposure, and frequent interaction with diverse client populations and behaviors.

What You Bring:

- Bachelor's degree in Social Work, Human Services, Public Administration, Nonprofit Management, Psychology, Sociology, or a related field preferred; equivalent experience may be considered in lieu of degree.
- Valid California Driver's License and proof of personal liability insurance.
- Ability to operate a company vehicle in performance of job duties.
- 1 - 2 years of experience in program management, operations, or supervisory roles, preferably within homeless services, shelters, hygiene services, healthcare support services, or human services environments.
- Experience working with vulnerable populations is strongly preferred.
- Experience with trauma-informed care, conflict de-escalation, crisis response, or sanitation-focused operations strongly preferred.
- Familiarity with HMIS, data tracking systems, nonprofit compliance reporting, or operational reporting systems preferred.
- Strong leadership, organizational, communication, and problem-solving skills.
- Ability to manage high-volume operations while maintaining professionalism, empathy, and sound judgment.
- Proficiency with Microsoft Office Suite, electronic databases, and timekeeping systems.
- Bilingual skills (English/Spanish) preferred.



Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Health insurance
- Vision Insurance
- Paid time off

SMCS is an Equal Opportunity Employer. We are committed to creating a diverse and inclusive workplace that values and respects all individuals. Employment decisions are based on merit, qualifications, and business needs, without regard to race, color, religion, creed, national origin, ancestry, age, disability, medical condition, genetic information, marital status, sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), gender, gender identity, gender expression, sexual orientation, military or veteran status, or any other status protected by applicable federal, state, or local laws.