



## JOB DESCRIPTION

**JOB TITLE:** Shelter Manager

**REPORTS TO:** Director of Weaver House

**FLSA STATUS:** Full-Time, Non-Exempt

**SUPERVISORY RESPONSIBILITY:** This position serves as the Shift Supervisor during the scheduled shift. This position will provide guidance and support to the Part-Time Shelter Managers.

**POSITION SUMMARY:** Oversees physical operation of the Weaver House Emergency Shelter and its residents. Works closely with and provides supervision and support to Part-Time Shelter Managers. Communicates with security to keep the shelter safe. Ensures that the Director of Weaver House is informed of any issues pertaining to resident housing, case management, and other shelter services.

**WORK SCHEDULE:** Monday-Friday 3:00-11:00 PM (Second Shift).

### ESSENTIAL FUNCTIONS

- Ensure that policies and rules are followed consistently at the Shelter as set forth by policies, procedures, rules, memos, and other guidelines.
- Ensure that the Director of Weaver House is informed of issues relating to personnel, residents, and operational concerns.
- Respond compassionately, professionally, and firmly with shelter guests by: Treating our shelter guests with courtesy, dignity, and respect; Not using degrading names or profanity with guests; Treating guests as adults with both rights and responsibilities; and Employing empathy and intervention skills to avoid confrontations and deal with a variety of client responses.
- Working and communicating with security to keep the Shelter safe by: Making sure each shelter guest is searched prior to entering sleeping quarters including the use of metal detectors and manual search of bags; Making sure doors are locked, alarms set, and ensuring building is safe and secure; Warning and/or discharging any guest who poses a real or potential threat to life, property, or who violates rules; and Calling security or police as necessary.
- Complete all paperwork by the end of the shift including staff shift log, noting any incidents or problems, admission/discharge forms, client files/folders, and complete computer data entry accurately in the Homeless Management Information System (HMIS)
- Work closely with and provide supervision and support to Part-Time Shelter Managers.
- Be knowledgeable and understand Housing First and Fair Housing rules and requirements.
- Attend monthly Weaver House staff meetings.

## **OTHER FUNCTIONS**

- The Shelter is a 24/7 operation and is staffed in three shifts. The Shelter Manager is expected to work a 40-hour week but must be flexible to work if necessary.
- Other duties as management may be deemed necessary.
- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

## **EQUIPMENT USED**

- Computer, Copier, Fax, Telephone, 2-Way Radio, Washer/Dryer, Hot Box

## **WORKING CONDITIONS**

- Indoor shelter environment.
- Some exposure to outdoor temperatures.

## **PHYSICAL AND MENTAL REQUIREMENTS**

- Ability to work with individuals experiencing challenges related to mental health, physical health, or substance abuse in unexpected and stressful situations.
- Standing, walking, climbing, sitting, pushing, pulling, seeing, hearing, reading, writing, and problem solving.

## **EDUCATION AND EXPERIENCE REQUIREMENTS**

- High school diploma or equivalent required. A bachelor's degree in social work, psychology, or relevant social services preferred.
- Experience in human services preferred.

## **KEY COMPETENCIES**

- Requires excellent interpersonal communication skills (listening, written, and verbal).
- Requires ability to respond quickly and make sound decisions in unexpected situations when dealing with diverse clients who may experience challenges related to mental health, physical health, or substance abuse.
- Requires ability to remain calm in stressful situations.
- Must be compassionate, flexible, and demonstrate the ability to deal with diverse people and situations.