

ROWAN HELPING MINISTRIES
JOB DESCRIPTION

DIRECTOR OF SHELTER SERVICES

GENERAL RESPONSIBILITIES

The Director of Shelter Services is responsible for the overall supervision and management of Shelter Services. Shelter Services includes Case Management, New Tomorrows, Journey Forward, and Shelter Operations. This is a full time, exempt position that reports directly to the Executive Director. This position is eligible for benefits.

The duties and responsibilities of this position require approximately 40-45 hours per week. The hours must be flexible to meet the needs and demands of the position.

FUNCTIONAL RESPONSIBILITIES

- Shelter Services
- Shelter Operations
- Case Management
- Journey Forward
- New Tomorrows

SPECIFIC RESPONSIBILITIES

- Oversee services rendered to guests in the shelter, residents of onsite housing programs, attendees of New Tomorrows, and participants in the Journey Forward Program in accordance with established policies and procedures and assuring that services are provided in accordance with current Rowan Helping Ministries goals and objectives.
- Implement, review, update, and maintain all policies and procedures (standard practices) for programs in the positions areas of responsibilities.
- Be thoroughly knowledgeable of policies and procedures (standard practices) of the organization to ensure effective communication and working relationships across programs.
- Ensure compliance with the VA Contract, VA GPD program, CDBG, and any other sources that provide funding for Shelter Services.
- Responsible for employment and ensuring periodic performance evaluations of all staff within Shelter Services. Maintain personnel files, update job descriptions, and conduct performance reviews for all direct reports and ensure these are done for all employee in assigned program areas.
- Works with each direct report to assure success in his/her position and growth within the organization and motivate personnel to work together for the overall good of Rowan Helping Ministries.
- Ensures a culture that exhibits quality, compassion, dignity, and respect.
- Ensure that all Shelter Services staff are trained and scheduled to meet the needs of each shift. Ensure supervision and direction for continuous training of staff and volunteers.
- Ensure accurate and timely record keeping in appropriate databases and provide reports on guests demographics/ and outcomes for all Shelter Services programs.
- Assists in the development and adherence to the annual program budget for Shelter, on-site housing, and New Tomorrow programs.
- When needed assist staff in making appropriate decisions regarding guest outcomes.
- Establish and maintain effective working relationships with volunteers, residents, employees, community organizations, news media and the general public.
- Facilitate weekly case reviews of shelter guests with the case manager and shelter manager and ensure that shelter operations staff have productive and informative monthly meetings.
- Attend and represent Rowan Helping Ministries at community meetings and workshops.
- Local travel.
- Perform other related work duties as may be assigned by the Executive Director

GENERAL REQUIREMENTS

Should be able to stoop, lift up to 10 lbs. and consistently maneuver within the office area. This position will work primarily indoors and may be repetitive motions and long periods of sitting. However, person should be mobile to access various environments. Required to stand and walk but also must be able to sit and talk or listen. Must be able to effectively communicate verbally and in writing.

EDUCATION AND EXPERIENCE

Must possess a four-year college degree in social services, business, or human services field and five years' experience in supervision/management preferable with a non-profit or social services organization.

Must be compassionate and able to work with diverse people and establish rapport with clients, volunteers, and staff. Strong organizational and administrative skills. Be a good listener with a friendly, understanding, empathic, and non-judgmental attitude. Dependable and works as part of a team. Able to analyze problems and identify alternatives. Must demonstrate leadership and interpersonal skills and the ability to motivate a wide range of people. Knowledgeable of community resources. Able to work under pressure, manage multiple priorities, and consistently meet deadlines. Must have strong computer skills experience working with databases. Able to adapt in a fast-paced environment. Must possess vehicle and valid North Carolina driver's license.

Direct Reports:

Case Manager Supervisor (1)

Shelter Manager (1)

Indirect Reports:

Intake Specialist (1)

Shelter Staff (12)

Shelter Case Managers (4)

New Tomorrows Coordinator (1)

01/2024

Received: _____

Signature: _____