

ROWAN HELPING MINISTRIES
JOB DESCRIPTION

SHELTER OPERATIONS MANAGER
(Full Time)

GENERAL RESPONSIBILITIES

The Shelter Operations Manager is responsible for the overall supervision and management of the Shelter Attendants. This is a full time, exempt position, that reports directly to the Director of Shelter Services. This position is eligible for benefits.

The duties and responsibilities of this position require 40-45 hours per week to manage and supervise the operation of a 24/7/365 facility. The schedule must include hours with each shift team each week. The hours must be flexible to meet the needs of the position and/or the Shelter program; approval of the Director of Shelter Services will be required.

SPECIFIC RESPONSIBILITIES

- Recruiting, hiring and orientation of Shelter Attendants.
- Build a team of caregivers through team building, social support and culture change education.
- Be thoroughly knowledgeable of Shelter policies and procedures.
- Assist in creating operational efficiencies in conjunction with Director of Shelter Services.
- Develop and manage work schedules to ensure that all shifts have proper coverage and assignments.
- Support volunteers by ensuring volunteers are sufficiently briefed and trained in the work of Rowan Helping Ministries, relevant Shelter policies and procedures needed to volunteer in the Shelter, including recycling policy and laundry procedures.
- When needed, assist Intake Specialist/Shelter Attendant in conducting live intakes on incoming guests.
- Assist Director of Shelter Services in completing statistical information and other paperwork as required.
- Coach and manage employee performance including performing evaluations.
- Inventory and monitor supplies used in the Shelter, complete purchase orders for re-ordering supplies and submit to Director of Shelter Services for approval.
- Able to perform and train staff on all shelter procedures including:
 - Supervise check in of guests.
 - Conduct Safety and Welfare Checks on Veterans in Contract Programs and other guests.
 - Administer breathalyzer and perform security/safety searches.
 - Enforce Shelter policies and rules.
 - Complete logs, statistical information and other paperwork as required.
 - Conduct routine checks on volunteers and guests.
 - Monitor surveillance cameras.
 - Check out guests and return guests personal property.
 - Ensure that next shift staff is informed of any concerns or special needs.
- Filing logs (on Microsoft based computer system), re-stocking supplies, complete and sign all required forms (guest registry, shift check sheet, etc.).
- Manage services rendered to the shelter guests to ensure that the services provided comply with government funding and the Veteran Contract.
- Establish and maintain effective working relationships with volunteers, guests, staff, community organizations and the general public.
- Facilitate communications and serve as a liaison between guests and the case manager team.
- Perform other duties as assigned by the Director of Shelter Services or Executive Director.

PHYSICAL REQUIREMENTS

Should be able to stoop, lift to 20 lbs. and consistently maneuver within the office area. This position will work primarily indoors and may require 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 possess the ability to speak and hear English, Spanish desired, read and write handwritten and typed material.

EDUCATION AND EXPERIENCE

Must be at least 21 years old, possess a college degree in social services, public relations or human services field and must have experience in supervision/management preferable with a non-profit or social services organization. Five+ years of relevant experience in social services, public relations or human services field may be considered in lieu in bachelor's degree.

- Must be compassionate and able to work with diverse people and establish rapport with guests, volunteers and staff.
- Must demonstrate leadership and interpersonal skills with the ability to motivate a wide range of people.
- Must be able to multi-task and manage work schedules and team performance.
- Must understand and demonstrate attitudes in keeping with Rowan Helping Ministries' mission and vision.
- Must be detailed oriented, organized, and communicate effectively.
- Must have the ability to analyze and resolve problems, challenges, etc..
- Must be able to work under pressure and meet deadlines.
- Must be able to adapt in a fast-paced environment.
- Must be proficient in using Microsoft Outlook, Word, Excel and other applications.
- Obtaining an HMIS license is required.

Employee's signature _____ Date _____