

Newcap, Inc.

JOB DESCRIPTION

JOB TITLE: Shelter Supervisor

FLSA STATUS: Exempt

JOB GRADE:

REPORTS TO: Deputy Housing Director

GENERAL SUMMARY:

- ❖ Responsible for managing shelter operations and programming, including client services and staff functions, ensuring that all policies and procedures are up to date and in accordance with organizational effectiveness of the shelter. This position may work nights and weekends to cover shifts to maintain the appropriate shelter coverage.

AGENCY EXPECTATIONS:

- ❖ Adhere to agency policy and procedures.
- ❖ Exceptional Communication and organizational skills.
- ❖ Maintain a positive and respectful attitude.
- ❖ Demonstrate flexible and efficient time management and ability to prioritize workload.
- ❖ Consistently report to work on time prepared to perform duties of position.
- ❖ Has a strong work ethic having the needs of the organization and the clients as the primary priority.
- ❖ Ambassador for Newcap, Inc., along with all employees, and responsible for marketing/promoting the organization and its programs both internally and externally.
- ❖ Demonstrates leadership to gain and maintain credibility, trust, and respect of all employees.
- ❖ Proactively and effectively communicates the knowledge gained from education to others in the organization, through the use of presentations, e-mails, and conversations.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Agency Intake:

- ❖ Take calls from clients in need of agency programs, ask screening/qualification questions.
- ❖ Refer to appropriate agencies or begin application process by sending application packet.
- ❖ Maintain knowledge of all Newcap programs and related community programs and services.

- ❖ Provides support and direction for people as they transition from homelessness to housing

Collaboration:

- ❖ Maintain relationships with services providers, volunteers, staff and community members.
- ❖ Attend local and state meetings applicable to shelter such as neighborhood association meetings
- ❖ Facilitate and respond to neighbor intervention meetings

Supervision:

- ❖ Responsible for the daily operations of the shelter including, cleanliness, safety, and security of the facility to ensure the building and facilities are maintained as necessary to provide a safe and effective environment for employees, clients, volunteers, and visitors.
- ❖ Directly manage team of advocates and support staff, including hiring, training, scheduling, and development.
- ❖ Conduct trainings for staff and volunteers in conjunction with Housing Leadership.
- ❖ Coordinate volunteer and intern efforts including recruiting, training, supervision, and scheduling to support staff and guests.
- ❖ Approve staff timesheets bi-weekly.
- ❖ Approve leave and sick time for staff.
- ❖ Conduct one-on-one meetings with staff.
- ❖ Responsible for oversight of all shelter activities and ensure 24/7 shelter coverage, filling in as needed.
- ❖ Respond to emergent situations 24/7
- ❖ Conduct crisis intervention as needed

Data Compliance:

- ❖ Ensure quality control and compliance of data entry into Homeless Management Information System (HMIS) and agency database
- ❖ Generate, analyze, and submit reports for grant purposes
- ❖ Compliance with Homeless Management Information System (HMIS) policies and procedures.
- ❖ Must be complete HMIS training and gain access to HMIS system.
- ❖ Utilize and maintain Coordinated Entry data in agency database to ensure compliance with data standards and record-keeping
- ❖ Makes necessary corrections to information entered. Compiles, sorts, and verifies accuracy of data to be entered. Keeps record of work completed.
- ❖ Responds to inquiries regarding entered data.
- ❖ Performs quality control by comparing data entered with source documents or re-enters data in verification format on screen to detect errors.
- ❖ Provides administrative support to ensure efficient operation of office.
- ❖ Have a clear understanding of data requirements for CSBG reporting and program.

- ❖ Upload client documentation into internal database and HMIS

Policy and Procedure:

- ❖ Develop and evaluate policy and procedure in accordance with grant guidelines and Housing First philosophy
- ❖ Ensure policy and procedures are followed at facilities
- ❖ Maintain compliance with local, state, and federal shelter policy and procedure
- ❖ Make sure that shelter case management and support staff following mandatory reporting procedure

Fundraising:

- ❖ Collaborate with Leadership to develop fundraising events
- ❖ Participate and lead fundraisers
- ❖ Partner with local resources and businesses to obtain donations of financial and basic need items

Responsible for other duties as assigned or required.

WORK CONDITIONS:

This work is generally performed in shelter environment.

EFFORT:

Long periods of time working at a computer terminal. Use of a keyboard may be stressful to hands or wrists. Frequent answering of telephone calls, entering data, standing, reading, working with paperwork. Minimal evening and weekend hours.

MACHINES, TOOLS, EQUIPMENT:

Computer, cell phone, printer, photocopy machine, telephone

CABILITIES REQUIRED

- Ability to read, write using proper grammar/punctuation, communicate effectively, interpret data
- Possess organizational, planning, and analytical skills
- Computer skills
- Experience with spreadsheets, word processing, data entry, converting paperwork into files
- Ability to perform tasks with minimal supervision or over-site
- Professional and pleasant demeanor

MINIMUM QUALIFICATIONS:

- Bachelor's degree in Social Work, Human or Child and Family Development, Early Childhood Education, or a related field and 2 years work experience in a social service related field.

- If no Bachelor's degree, then an Associate's degree is required along with 2 years work experience in a social service related field.
- Experience working in shelter setting
- Experience or ability to main records, prepare written documents, reports, and other materials both hard copies and electronically.
- Experience working with homeless individuals and families is desired.
- Knowledge of the Housing First philosophy, preferred

SPECIAL REQUIREMENTS:

- Must possess a valid driver's license
- Must pass a criminal background check
- Must be able to maintain confidentiality of information

PHYSICAL DEMANDS:

Employee must be able to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



Approved:

Employee Date

Supervisor Date

Director of Human Resources Date

Executive Director Date