



## POSITION DESCRIPTION

Position: **Shelter Manager**  
Reports to: Operations Manager

Status: Exempt/Full-time  
Hours: 40 hours per week  
Date Prepared: May 18, 2020

### POSITION SUMMARY:

The Shelter Manager, under the supervision of the Operations Manager, is responsible for supervising the Shelter Advocate Supervisor, the Culinary Program Manager, the Maintenance Technician, and Case Managers, ensuring quality service provision to all program participants in a compassionate, safe and professional manner. The Shelter Manager oversees that program objectives and compliance standards are met. Participating in the development of quality programming is also at the heart of the position. It is important that all work be performed in a cost-effective and service-oriented manner as it relates to established organizational standards. Other duties may be assigned.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

#### **Shelter Management**

- Oversee daily operations through the supervision of case management, Shelter Advocate Supervisor, facilities and kitchen staff
- Ensure all goals, operations and activities comply with Board policies and Hospitality House's Mission, Purpose and Core Values
- Ensure that Hospitality House's programs are available to eligible people regardless of religious belief or affiliation
- Directly or by delegation, ensure that staff's daily, weekly and monthly schedules and workloads achieve program objectives within established budgets and without unnecessary overtime.
- Maintain regular communication with guests, service providers and external program representatives to ensure employees' performance is in line with guests' needs and the program's goals and objectives.
- Oversee the management of all property, maintenance, security, and safety concerns at Utah's Place and for the equipment at Utah's Place.
- Aid the Operations Manager in maintaining and updating approved operations forms and manuals as needed.
- Implement and maintain on-going programs including but not limited to Recuperative Care, Outreach, Adult Re-Entry Program
- Host weekly team meetings, providing informational updates, trainings, feedback and opportunities for communication. Encourage inter-agency collaboration.
- Review all written violations, incident reports, and staff log narrations for appropriateness, completion, and needed follow up with guests, staff, Operations Manager and/or Executive Director.
- Document and notify management of guest concerns, potential workflow problems and/or any exceptions to policy that can impact program flow and security. Work to identify solutions that can be implemented to address issues.
- Directly or by delegation, create and modify the Advocate Work Schedule, in order to provide adequate/safe staffing coverage and to accomplish program objectives. Take into consideration upcoming vacations and/or requested time off/leaves of absences as well as scheduling issues related to employment law. Schedules should be completed and posted at least two weeks in advance of required work shifts.
- Maintain the Shelter's Individual Illness and Prevention Plan by updating staff and providing regular trainings on fire, safety, and health standards to assure a safe work environment for clients and all personnel. Routinely lead staff safety trainings and provide ongoing trainings to maintain OSHA compliance.

- Directly or by delegation, ensure that data is regularly input accurately and consistently. Work Closely with the Shelter Advocate Supervisor and Data Analyst to ensure timely data collection and reporting by staff for quarterly financial and regulatory compliance.
- Ensure all supply inventories are maintained at appropriate levels per the established budget.
- Understand status as a mandated reporter of child or vulnerable adult maltreatment and ensure all shelter staff has this training.
- Incorporate volunteers into the ongoing operations of the shelter, as appropriate. Steward and thank volunteers for their support and ensure that all staff value their contribution.
- Compile monthly guest statistical reports for management.
- Ensure that the Maintenance Technician is keeping the shelter safe and clean and that repairs are made within a reasonable amount of time.
- Oversee that the Culinary Program is well-managed and that there is ongoing enrollment of students in the weekly classes. Ensure that students are participating in the preparation of Wednesday night meals. On the rare occasion when students are unable to prepare Wednesday meals, make sure that the Culinary Instructor is able to provide a healthy meal for all shelter guests. Ordering food out is to be avoided whenever possible.
- Provide supervision and instruction related to Culinary Program events including but not limited to Night of Giving and Empty Bowl. Oversee that the Culinary Program is delivering on its fundraising requirements.
- Attend weekly Management Meetings and other mandatory meetings to stay abreast of ongoing shelter updates and discussions. Be prepared to provide regular updates to staff in a public setting.
- Implement improvements in policies, procedures and workflow shelter wide. Ensure that the Policies and Procedures Manual is maintained and kept up to date and available to all shelter staff.
- Provide shelter tours as need to elected officials, donors and community stakeholders. Be able to respond to any questions they may have and provide any necessary follow-up.
- Attend and speak at community meetings representing Hospitality House as needed or required.
- Address any behavior issues that creates disharmony, criminal, or otherwise non-productive behavior.

### **Personnel Management**

- Interview and hire all shelter advocate employees, subject to approval by the Executive Director. Communicate interview outcomes and formalize start dates.
- Ensure employees receive and sign all required documents and forms, including the Employee Handbook, Health and Safety Regulations, and Position Descriptions.
- Provide orientation and training for new Shelter Advocates to assure quality work and identify and arrange for appropriate ongoing training for staff.
- Complete employee evaluations as outline in the Employee Handbook.
- Meet one on one with Shelter Advocate Supervisor, the Case Managers, the Culinary Instructor and the Facilities and Maintenance Technician on a regular basis to provide ongoing feedback. Should disciplinary action be necessary, document violations and what improvement is required. Ensure all disciplinary actions are in writing and signed and filed in the employee's personnel file.
- Understand and ensure all shelter staff maintain guest confidentiality and data privacy standards.
- Maintain confidentiality in matters regarding personnel and volunteer oversight, staff evaluations and/or discipline.
- Keep updated resource information on local and regional human services and make these available for all shelter staff.

### **ATTENDANCE:**

Must be punctual and timely in meeting all requirements of performance, including but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

### **COMPETENCIES:**

To perform the job successfully, an individual should demonstrate the following competencies:

### Intellectual

- Analytical - Synthesizes complex or diverse information; collects and researches data; designs workflows and procedures.
- Design - Generates creative solutions; uses feedback to modify designs; applies design principles; demonstrates attention to detail.
- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Project Management – Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.
- Technical Skills – Pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

### Interpersonal

- Customer Service – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- External Working Relationships – Develops and maintains courteous effective working relationships with clients, vendors and/or other representatives of external organizations.
- Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- Judgment – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Initiative – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

### Communication

- Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and seeks clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- Written Communication – Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

### Leadership

- Change Management – Develops workable implementation plans; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; advocates transition and evaluates results.
- Delegation – Delegates work assignments when appropriate; matches the responsibility to the person; gives the authority to work independently; sets expectations and advocates delegated activities; provides recognition for results.
- Managing People – Includes staff in planning, decision making, facilitating and process improvement; takes responsibility for subordinates' activities; makes self-available to staff; provides regular performance feedback; develops staff's skills and encourages growth; solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, products and services; continuously works to improve supervisory skills.

- Motivation – Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; takes calculated risks to accomplish goals.
- Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.
- Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Innovation – Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.
- Diversity – Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment.

### Organization

- Business Acumen – Understands business implications of decisions; aligns work with strategic goals.
- Cost Consciousness – Works within approved budget; conserves organizational resources.
- Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; supports affirmative action and respects diversity.
- Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Quantity – Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.
- Dependability – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

### **BUSINESS NECESSITY:**

The needs of Hospitality House may be dependent on responding to and anticipating rapidly changing external and internal demands in all aspects of how business is conducted. This may include, but is not limited to, organization structure, finances, goals, personnel, work processes, technology, and customer demands. Therefore, it may become necessary to make modifications to how business is conducted, and work is accomplished, with minimal or no advance notice to employees. Accordingly, the employee must be capable of adopting with minimal or no advance notice, to change in how business is conducted, and work is accomplished, with no diminishment in work performance.

### **SAFETY AND SECURITY:**

All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to management.

### **SUPERVISORY RESPONSIBILITIES:**

Manages 7-12 Shelter advocates, full-time, part-time and on-call. Also manages the Case Managers, Culinary Instructor and the Culinary Program in addition to the Facilities and Maintenance Technician. Is responsible for the overall direction, coordination, and evaluation of the shelter advocates, culinary and maintenance team. Carries out supervisory responsibilities in accordance with Hospitality House's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### EDUCATION AND/OR EXPERIENCE:

Bachelor's degree (B.A.) or equivalent from a four-year college or technical school; or three to five years related social work and/or non-profit program management experience and/or training; or equivalent combination of education and experience. Human services experience dealing with issues unique to homelessness, substance abuse, mental health, and physical disabilities preferred. Specific knowledge and experience with Twelve Step philosophy, addiction and recovery is also preferred.

#### LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of volunteers, shelter guests and employees of the organization.

#### COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of: Database Software (HMIS preferable); Internet Software; Spreadsheet Software (Excel); Word Processing Software (Word); Electronic Mail Software (Gmail); Presentation software (PowerPoint).

#### CERTIFICATES, LICENSES, REGISTRATIONS:

- Current vehicle insurance and a valid CA state driver's license.

#### OTHER SKILLS, ABILITIES, AND QUALIFICATIONS:

- Six months to 1 year-experience providing direct social work and/or case management experience to at-risk, homeless and/or mentally ill people, including at least one-year training and supervising the work of staff.
- Has exceptional people skills.
- Possesses a natural ability to show compassion and empathy while also being firm, fair and consistent in upholding the rules of Hospitality House.
- Understands the basic principles and practices of hiring, supervising, training and evaluating staff.
- Possesses a general understanding of employment laws as it relates to managing staff.
- Uses a computer to access, input and retrieve work-related information and to prepare written documents.
- Must be able to role model positive, professional behavior including appearance and communication with others.

#### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, sit and walk (including up and down stairs); use hands to finger, handle, or feel; reach with hands and arms; talk and hear; smell.

The employee must occasionally lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

#### WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is typically moderate to high with high levels of distraction.

**NATURE OF SUPERVISION RECEIVED:**

Must be able to work independently toward attainment of operational goals and contract compliance.

HH Employment is available to eligible people regardless of religion, race, color, national origin, sex or disability.

**This job description does not constitute a written or implied contract and may be changed as business needs arise.**

Indicate anything that would keep you from meeting the job duties as outlined above.

---

---

Employee Printed Name: \_\_\_\_\_ Date \_\_\_\_\_

Signed: \_\_\_\_\_