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| **Job Title:** Shelter Manager | **Exempt/Nonexempt Status:** Nonexempt |
| **Reports To:** Executive Director | **Date:** 11/16/2017 |
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| **Summary:**  The Assistant Shelter Manager, under the direction of the Shelter Manager, is responsible for the day to day operation of the emergency shelter including oversight or completion of client care, meals, inventory, and shelter cleanliness. Employee will work closely with the Shelter Manager to coordinate case management, care and supportive services for clients. | |
| **Scope and Impact of Job:**  Line of Reporting: The Assistant Shelter Manager reports directly to the Shelter Manager. The Assistant Shelter Manager will be evaluated annually by the Shelter Manager.  Hours: Standard work week of (40) hours is TBD; rotating shifts are expected as well as coverage as needed  The Assistant Shelter Manager must be able to maintain a professional relationship with all clients. Socializing with clients anywhere is not appropriate or allowed and is grounds for immediate dismissal. | |
| **Required Knowledge and Experience:**  The Shelter Manager must:  - Have excellent written and oral communication skills.  - Have excellent interpersonal skills, especially the ability to manage difficult clients.  - Have experience cooking and preparing nutritious meals.  - Be computer literate with good data entry skills.  - Have an understanding and empathy for those who suffer the conditions of poverty and homelessness.  - Be able to maintain client confidentiality.  - Be able to multi-task and work under pressure and through distraction.  - Have an Associate's degree and 2 years related work experience; or related and proven experience  The Assistant Shelter Manager is required to:  - Have or be able to get a valid Utah driver's license upon hire.  - Have or be able to get a food handler's permit upon hire.  - Pass a background check. | |
| **Primary Responsibilities:**  The Assistant Shelter Manager must follow the ICCS Policies and Procedures. He/she is responsible for the emergency shelter operations including care of clients, meal preparation, meal planning, inventory maintenance, shelter cleanliness, and record and log maintenance. Employee will work closely with the Shelter Manager regarding the clients and other matters regarding the shelter.  General responsibilities include:  - Under the direction of the Shelter Manager, assists with emergencies, and urgent needs of the shelter staff.  - Under the direction of the Shelter Manager, offers case management and supportive services to clients in shelter.  - Maintain client records in both DBA and HMIS databases, assist with reporting for funding sources.  - Make appropriate referrals to agency and community programs to assist the client to obtain the necessary resources to solve their problem and potentially improve their overall situation.  - Provide all services in compliance with local, state and federal guidelines.  - Admit clients according to ICCS policy.  - Prepare a nutritious meals for clients as dictated by shift.  - Rotate schedule as needed to ensure effectively evaluation and consistent improvement of shelter staff.  - Clean and maintain kitchen according to ICCS policy.  - Plan meals and order food and other supplies as needed.  - Clean and maintain shelter common areas.  - Complete log of services provided to clients daily. | |
| **Employee Date** | |
| **Supervisor Date** | |