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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 Shelter Manager is responsible for the day to day operation of the emergency shelter including oversight or completion of client care, grounds maintenance, meals, inventory, shelter cleanliness, statistics and monthly reports. Employee will work closely with the caseworker to coordinate care and services for clients. | |
| **Scope and Impact of Job:**  Line of Reporting: The Shelter Manager reports directly to the Executive Director. The Shelter Manager will be evaluated annually by the Executive Director.  Hours: Standard work week will consist of Monday – Friday 8:00 a.m. to 5:00 p.m.; rotating shifts are expected as well as coverage as needed  The 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 successful and proven management experience.  - Have case management or aligned experience.  - 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.  - Possess a sense of community and understand the importance of team building through networking.  - Be able to maintain client confidentiality.  - Be able to work with little or no direction after completing training.  - Be able to multi-task and work under pressure and through distraction.  - Must have experience working with clients and collaborating with social service agencies.  - Have a Bachelor's degree in a social service field; or an Associate's degree and 2 years related work experience; or related and proven experience  The 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 Shelter Manager must follow the ICCS Policies and Procedures. He/she is responsible for the emergency shelter operations including care of clients, grounds maintenance, meal preparation, meal planning, inventory maintenance, shelter cleanliness, record and log maintenance, statistics collection, and completion of monthly reports. Employee will work closely with the caseworker regarding the clients and other matters regarding the shelter.  General responsibilities include:  - Oversee property management of La Casa Permanent Supportive Housing; act as the on-call agent for the La Casa project including but not limited to assistance to all residents, including residents in affordable apartments and others  - Respond to all emergencies, and urgent needs of the shelter staff.  - Offer case management and supportive services to clients in shelter.  - Maintain Deseret Industry and Salvation Army voucher logs; oversee other activities by Case Managers.  - 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.  - Identify potential clients for transitional housing, provide application, and complete initial interview.  - 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.  - Effectively manage the Assistant Shelter Manager, monitors and volunteers – including , but not limited to the following:  - Secure an effective schedule for shelter monitors.  - Clean and maintain kitchen according to ICCS policy.  - Plan meals and order food and other supplies as needed.  - Clean and maintain shelter common areas.  - Secure shelter daily.  - Oversee maintenance and repairs of shelter and grounds.  - Input client information into database daily.  - Complete log of services provided to clients daily.  - Compile statistics of services provided to shelter clients on a monthly basis. | |
| **Employee Date** | |
| **Supervisor Date** | |