



**JOB TITLE:** Shelter Manager

**JOB TYPE:** Salary, exempt

**SUPERVISOR'S TITLE:** Executive Director

**General Summary:**

The Shelter Manager is responsible for management of all aspects of the shelter environment. The Shelter Manager will: provide leadership to ensure a safe, trauma-informed shelter environment; supervise shelter staff; work with the executive director to ensure alignment with strategic plan initiatives; ensure proper use of budget dollars & donated goods; coordinate shelter facility maintenance; review and implement shelter policies; collaborate with other departments to ensure the best outcome for clients, engage with shelter volunteers and other duties as assigned.

**Qualifications:**

- Pass a complete series of background checks.
- Current CPR and First Aid Certification, or the ability to obtain these within thirty (30) days of being hired.
- Be capable of accurately following written and verbal instructions.
- Possess the ability to communicate effectively; orally, typed, and written.
- Ability to be reliable and punctual.
- Ability to work with persons in need in a compassionate and dignified manner.
- Ability to maintain resident, staff, and volunteer confidentiality.
- Must be able to work independently with a minimum amount of supervision.
- Exhibit professional behavior & decision making skills as a representative of the organization
- Knowledge of computers and software, and the ability to accurately enter data within specific time deadlines.

**Shelter Safety**

Ensure all aspects of safe shelter environment. Implement trauma-informed practices into the day to day shelter activities. Coordinate & oversee all aspects of shelter building & grounds, including coordination with vendors, supervision of contract maintenance support staff, volunteer groups, and other maintenance related activities. Review, create, and oversee implementation of policies that impact the shelter environment.

**Staff Supervision**

Responsible for shelter staff including supervision of direct care staff employees, overnight responder, and contract maintenance workers. Complete hiring, coaching, disciplinary action, and employee evaluations for direct reports. Actively work towards building team cohesion and collaboration throughout organization and community.

**Organizational Alignment**

Work in partnership with the executive director to provide support and assistance in completing strategic plan goals. Provide information to board of directors as necessary. Create strong ties with departments within the organization to ensure the organization's mission is met through cooperation. Approach challenges with a well thought out solutions and positive attitude.

**Oversight of Shelter Resources**

Ensures donations and budget dollars are spent efficiently & effectively. Coordinate with shelter staff to inventory items, reduce waste, and ensure the shelter has what it needs to provide excellent client care.

**Donor & Volunteer Hosting**

Exercise professional communication with donors who provide essential items and services to the shelter. Work with shelter staff to ensure volunteer groups assisting at the shelter have a good experience and increased understanding of shelter operations and future opportunities. Support the importance of community volunteers for our shelter and for the health of our community.

**Professional Skills:** Candidate will report for work on time or provide advance notice of need of absence, produce quality work efficiency and within deadlines with minimal supervision, manage workload effectively, have excellent communication skills – both written and oral, engage in active listening with clients and co-workers, make thoughtful, well-reasoned decisions and exercise good judgement, take initiative on projects and tasks, identify problems and find solutions, contribute to an atmosphere of respect, and make valuable contributions to help the team meet our mission.

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**Signature of Employee**

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**Date**

**Note:** The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.