Job Description
Shelter House

Position Title: Emergency Services - Evening and Overnight Services Manager

Key Responsibilities:
- Supervise and train a team of staff to deliver consistent and high-quality emergency shelter services.
- Provide services including food production and meal services that are high quality, consistent, and in accordance with the Shelter House mission, vision, and values.
- Keep the kitchen and food service areas clean, healthy, and safe per local and state regulations.
- Manage client records, files, and reports to ensure accuracy, confidentiality, and security of files.
- Oversee and maintain the daily operations of emergency shelter facilities.
- Work with a team of managers to ensure all emergency and housing programs are working together to achieve high level outcomes.

Reports to: Debbie Peck, Emergency Services Director

- Key Responsibility: Supervise and train a team of staff to deliver consistent and high-quality shelter services.
  So That:
  - A trauma-informed workplace is achieved and maintained demonstrating a balance of kindness, competence and care toward self, others with whom we work, and those for whom we provide care.
  - Emergency Services Coordinators receive thorough job training, so they are able to fulfill the complete scope of their job duties while understanding the broader Shelter House mission and vision.
  - Emergency Services Coordinators receive appropriate staff development in order to meet their responsibilities, via on-the-job training, out of office training, or other targeted techniques as needed.
  - Regularly scheduled meetings are facilitated with direct staff in conjunction with the Day Services Manager to communicate about emerging and on-going department business.
  - The Emergency Shelter schedules are created in a timely fashion, and all shifts are adequately covered with little to no overtime accrued outside of
short-term crisis situations. If additional staff are needed to cover shifts, this is communicated to your supervisor in a quick and efficient manner.

- You regularly schedule yourself to work direct service hours, including consistent and regular evening shifts between 3:00pm and 11:00pm, including various overnight shifts in the emergency shelter alongside scheduled Shelter Coordinator staff. This will also include covering overnight shifts where no other staff are available.
- Timecards are completed on a daily basis and submitted within payroll expectations.
- Coordinated Entry access point staff are trained and able to offer support and services, including diversion, to households that are having a housing crisis.
- Shelter staff attend and are actively engaged in required agency meetings, such as all-staff and department meetings.

- **Key Responsibility:** Provide services that are high quality, consistent, and in accordance with the Shelter House mission and vision.
  **So That:**
  - Clients receive trauma informed services consistent with agency operational policies, in a safe, clean and healthy environment.
  - You deliver high quality crisis intervention and seek appropriate support to assist in difficult or emergency client situations.
  - You carry out the appeal process respectfully, timely, and consistent to Shelter House policies, procedures, and mission—including request for accommodations.
  - Tracking and monitoring systems are accurate and up-to-date daily, including bed charts, shift changeover information, priority lists, and staff log.

- **Key Responsibility:** Oversee and maintain the daily operations of the Shelter House facility.
  **So That:**
  - The facilities are secure through the appropriate use of alarm and security functions, and you respond immediately to any breaks in security.
  - Thorough building checks of both the interior and exterior are performed every two hours.
  - The facilities are monitored and observed to assess and respond to any problems.
  - High quality routine cleaning is performed each day, and cleaning supplies and materials are used and stored appropriately.
  - All shelter related areas are clean, organized, and well-supplied.
  - Laundry is completed daily so that linens are available for guests.
  - In-kind donations are managed and well organized according to established protocol.
  - Laundry and bathroom facilities are supplied and orderly.
  - Daily meal services are provided to emergency shelter guests and food supplies are available to guests at other shelter sites.
• **Key Responsibility:** Manage client records, files, and reports to ensure accuracy, confidentiality, and security of files.

  **So That:**
  • Confidentiality in guest and client information is maintained at all times.
  • Intake and exit procedures are thoroughly conducted in a timely manner, including ServicePoint HMIS documentation and agency required paperwork.
  • Appropriate program forms pertinent to client confidentiality are organized, as complete as possible, and secure.
  • Coordinated Entry access is provided to households that are having a housing crisis.
  • All Shelter Coordinators are trained in intake procedures including how to input data into ServicePoint.

• **Key Responsibility:** Work with a team of managers to ensure all emergency and housing programs are working together to achieve high level outcomes.

  **So That:**
  • You are actively engaged with other department managers to work towards improvements in programming and service delivery, through identification of areas of improvement and through the strategic planning process.
  • The emergency shelter is housing focused and ensures that even people that are not enrolled in a housing program receive support to find housing and end their homelessness.
  • You attend and are actively engaged in required agency meetings, such as all-staff and department meetings.
  • You complete other duties as assigned by the Emergency Services Director.

**Qualifications:**

• It is the expectation that this position will work regularly between the hours of 3:00pm and 8:00am. Availability to work during these time periods during the week and occasionally during weekend days or evenings is required.
  • Two years of progressive experience in emergency and housing services for populations experiencing homelessness or commensurate experience in human services or a related field.
  • Demonstrated knowledge and experience with area services, community partners, and resources.
  • Commitment to and previous experience in, developing a trauma-informed workplace that demonstrates a balance of kindness, competence and care toward self, colleagues, and populations served.
  • Experience in federally and state funded programs addressing emergency services and housing.
  • Strong competency in Windows based computer environment and Microsoft Office Suite.
  • Demonstrated commitment to our mission and vision.
  • Completion of Service Point training, including Coordinated Entry access, within one month of hire.
• Completion of ServSafe Food Handler certification within 2 months of hire.

Salary is $18.50 per hour. This position is full-time and comes with competitive health, dental, and retirement benefits. This position is non-exempt and overtime applies to any hours worked over 40 in a weekly period. The position is full-time, and comes with competitive health, dental, and retirement benefits.

Interested applicants should submit their resume and cover letter to hr-staff@shelterhouseiowa.org, ATTN: ES Overnight. This position will be posted for two weeks, phone interviews for qualified candidates will be arranged at that time, followed by interviews with shelter staff and an offer of employment will be made following interviews. Shelter House is an Equal Opportunity Employer and United Way Agency.