



JEFFERSON COUNTY FAITH BASED NETWORK

Job Title: Shelter Services Manager

FLSA Status: Exempt

Created: February, 2024

Summary Reporting to the Executive Director (ED) of the Jefferson County Faith Based Network (JCFBN), the Shelter Services Manager is responsible for implementing and managing a comprehensive service program for those experiencing homelessness in Jefferson County. Under the oversight of the Shelter Services Manager, staff and volunteers of the Secure Care Shelter Services program will pursue a mission of *fostering stability, forward movement and self-sufficiency for houseless men, women and children in Jefferson County*. The Shelter Services Manager will work closely with the JCFBN Executive Director on program design and implementation, ongoing evaluation, budgeting, compliance with funding and grant requirements, and in conjunction with the ED, will engage the community to build and maintain an effective and sustainable program.

Supervisory Responsibilities Directly supervises staff in assigned areas of responsibility. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; scheduling shifts, and addressing complaints and resolving problems.

Essential Duties and Responsibilities *Other duties may be assigned.*

- Maintain a flexible work schedule to ensure appropriate oversight of program activities. Work hours will include responding to emerging challenges involving guests or facility needs at all hours and covering overnight shifts as necessary when no other staff are available.
- Develop and maintain a welcoming and orderly environment in which guests experience loving and compassionate care and are treated in a respectful manner.
- Ensure that guests receive and understand program requirements, rules, and regulations.
- Directly supervise the activities of the Shelter Services Coordinator, Case Manager, Shelter Attendants, janitorial and maintenance support, and other staff positions, to achieve the goals and objectives of the program.
- Develop effective and professional working relationships with staff.
- Ensure staff knowledge of and compliance with shelter services center policies, procedures, and practice norms.
- Work closely with Executive Director and other program leaders through regular meetings to envision, develop, and implement services, both within the Shelter Services program, as well as across the organization.
- Ensure adequate and effective communication with the Executive Director on program goals, objectives and activities, and emerging and current issues and challenges, including the completion of monthly reports as required.
- Identify operational and system problem areas and develop and implement actions for improved performance.
- Monitor and maintain high standards of physical safety at the facility and ensure the completion of accident/incident reports as necessary.
- Be prepared to lead the de-escalation of crisis situations and support staff in the debriefing of difficult situations.
- Take responsibility for the procurement and availability of ongoing supplies, equipment, and other items needed for the effective operation and fulfillment of the Shelter Services program mission.
- Establish and ensure that guest information and data is obtained and recorded on an ongoing basis, meeting best practice standards for confidentiality.
- Maintain all required documentation in accordance with organizational policy and contractual requirements.
- Fulfill lead responsibility for data tracking and report on measures of success, challenges, and other metrics required by Executive Director, funders, and contractual obligations.
- Prepare necessary documents/forms (e.g. season schedule; operating procedures; staff and volunteer schedules; guest registration; nightly sign-in sheets; training and development materials; shelter signage, etc.).
- Adhere to organizational policies, procedures, and professional code of ethics.
- Become knowledgeable in best practices for human services to support houseless individuals, including those required to effectively participate in the Central Oregon Continuum of Care (Homeless Leadership Coalition).

- Maintain knowledge about services and programs offered by other community-based organizations, locally and regionally. Develop and maintain positive relationships and open lines of communication with partner providers and other agencies to facilitate guest access to services.
- Represent the Shelter Services program at community meetings and with regional service providers in Central Oregon.
- In conjunction with the JCFBN Executive Director, serve as a point of contact for various community stakeholders on issues related to shelter services center operations, guest and partner relations, law enforcement inquiries, volunteer services and other issues.

Knowledge, Skill, and/or Ability Required

Education and/or Experience Five (5) or more years of non-profit human services experience working with vulnerable populations and people in crisis (example poverty, mental health or addiction issues). Management experience demonstrating the ability to effectively supervise, motivate and empower staff in the delivery of human services and programs. Preferred candidates will also possess a Bachelor’s degree in Human Services or related field, and specific work experience and knowledge of individuals experiencing homelessness. Knowledge of and experience with area services, community partners and resources is preferred.

Other Skills and Competencies Ability to:

- Build relationships with and respectfully interact with individuals and families from diverse backgrounds and lifestyles.
- Work effectively with clients displaying a variety of behaviors.
- Support with empathy individuals in crisis.
- Maintain composure and facilitate order in a stressful and sometimes fast-paced environment.
- Communicate clearly and concisely with clients and staff and maintain professional boundaries.
- Demonstrate servant leadership, with an approach of doing what is necessary to achieve the organizational mission.
- Work independently as well as in teams in an effective manner.
- Utilize contemporary computer programs while performing responsibilities.

Personal/Character Attributes

- Walking out openly what it means to live fully in one’s identity as a Christ follower, grow in Christlikeness by trusting in God, and to live in meaningful, loving relationships with diverse individuals, both within and outside the Christian community.
- Passionate to serve vulnerable, marginalized individuals and families.
- Desire to build connected relationships in the local community by living openly and authentically.
- Compassionate and non-judgmental spirit towards vulnerable individuals.
- Ability to facilitate the flow of God’s grace and truth in the hearts and lives of the marginalized.

I have received a copy of my Job Description and accept it as written. I understand that this description may change in the near future, due to the needs of the program and changes in the nature of my position.

Date **Print Name** **Signature**