



Shelter Manager Job Description

Classification:	Exempt
Status:	Full-time
Reports to:	Director of Shelter Programs
Location:	9150 Franklin Square Drive

Summary/Objective

The Shelter Manager supports the Shelter Director in ensuring the Shelter Mission, Values and Motto are optimized; ensuring smooth shelter operations by assisting with day-to-day operations including managing volunteers and donations and providing guidance to shelter staff and residents. The Shelter Manager reports directly to the Director of Shelter Programs and Services.

Under the umbrella of CAN, the Homeless Shelter's mission is to provide a safe, clean, and supportive community which helps stabilize homeless men, women, children, and families by promoting self-worth, providing linkages to community resources, and encouraging personal responsibility. The Shelter Manager is responsible for supporting the Shelter Director and bringing consistency to the shelter's day-to-day operations.

Essential Functions

- Reports to shelter director and maintains clear communication relating to shelter operations. Participates in staff meetings with managers when needed and assists with bringing consistency and unity among shelter staff.
- Provide staff supervision by maintaining communication with immediate staff and assisting Team Leads with daily challenges; ensure Residents Advocates are doing their jobs in keeping the facility clean and safe and documenting all activities in the logbook.
- Maintains security of shelter residents by closely monitoring the facility and by following shelter procedures; monitoring logbook; ensuring the entrance of the shelters is staffed properly and walking through the facility checking resident rooms, bathrooms, the kitchen area and outside on a routine basis.
- Collaborate and monitor progress of all residents at shelters in accordance with the Resident Guidebook; this includes ensuring that all residents are adhering to all shelter rules and doing their chores on time; confronting behaviors and writing disciplinary action forms as necessary.

- Processing and handling resident warnings/violations. This includes adhering to the disciplinary action outlined in the Resident Guidebook.
- Assist in planning, preparing, and administering the shelter operating budget. Develops and manages appropriate reporting mechanisms to maintain financial records. Ensures all financial paperwork is complete and accurate.
- Supervise and promote a safe and healthy environment for shelter residents. Provide crisis intervention as needed; De-escalating situations and quickly resolving conflicts between residents; being sensitive to recognize symptoms of those who have severe mental health disorders and mental breakdowns.
- Work with the Shelter Director and other staff members appropriately updating and maintaining Human Management Information System (HMIS) entries and exits.
- Update and maintain the Shelter Resident Chore list; oversee the compliance of shelter residents completing daily chores for AM and PM and taking appropriate action as needed.
- Assist them in the oversight of the shelter kitchen making sure resident meals are prepared on time and in compliance with the State of Maryland regulations; and ensuring the kitchen area is properly managed and the freezers, refrigerator, pantry, and workspaces are clean and orderly.
- Manages shelter office and prepares general correspondence, answering telephones, operating copiers, and office machines, sorting mail and other general office work as necessary.
- Maintain a safe and clean shelter environment for guests (including keeping offices, reception areas, the trailer, and the kitchen clean and uncluttered).
- Maintains Shelter Events Boards in shelter and prepares monthly Activity Calendar. Ensure sign-up sheets and postings for events are on boards in shelter.
- Participates in community relations and fundraising activities as needed.
- Performs other duties as assigned.

Minimum Skills/Qualifications

- Minimum: AA Degree required or equivalent work experience. Bachelor's Degree preferred. Will consider management experience in lieu of degree.
- Experience of working with homeless or at-risk populations is preferred.

Abilities and Skills

- Ability to handle difficult or sensitive situations and make good judgement.
- Experience working with homeless or at-risk populations. Human Service experience may be substituted for college degree experience.
- Strong organizational skills, strong leadership skills, ability to work under pressure, ability to work independently and as part of a team, self-motivated and detail oriented.

- Effective verbal skills: Must be a people person to establish a professional working relationship with residents/clients and business partners/associates.
- Computer literacy: Must be proficient in Microsoft Office Suite, (Word, Excel, PowerPoint, Outlook, Access).

AAP/EEO Statement

Community Assistance Network is an equal opportunity employer.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Employee Signature

Date