

<b>Position Title:</b>	Shelter Staff Relations Manager
<b>Department:</b>	Human Resources/Administration
<b>Reports To:</b>	Director of Human Resources



## Position Overview

**Overview:** Good Samaritan Haven is committed to providing consistent and equitable access to our emergency shelters and related services across our continuum of care. The Shelter Staff Relations Manager plays a key role in supporting and strengthening shelter operations by ensuring staff are equipped with the skills, resources, and guidance necessary to create a safe, stable, and supportive environment for guests and staff alike. The Shelter Staff Relations Manager will be attuned to the unique environment of each of our shelters and support staff to engage guests based on different requirements and rules across our shelter network. This position focuses on staff training, performance support, conflict management, and fostering a positive shelter culture. The Shelter Staff Relations Manager will serve as a bridge between shelter staff and organizational leadership, ensuring clear communication and responsive problem-solving related to staff concerns, health and safety issues, and shelter norms.

## Key Responsibilities

### Training & Staff Development

- Provide training to shelter staff in de-escalation techniques, harm reduction, Narcan administration, mental health first aid, CPR & AED use, and basic first aid.
- Support ongoing professional development opportunities for staff to strengthen their ability to work effectively with shelter guests.
- Assist with shelter staff orientation, ensuring all new team members are well-prepared for their roles.
- Ensure all staff are oriented to the Good Samaritan Haven policies, procedures, and duties.

### Staff Support & Performance

- Provide direct support to shelter staff in managing performance issues, guiding them through challenges, and offering coaching when needed.
- Facilitate staff conflict management and resolution, fostering a healthy and supportive workplace culture.
- Assist with resetting and maintaining shelter and staff culture, ensuring alignment with Good Samaritan Haven's mission, values, philosophy, and policies and procedures.
- Contribute to staff retention by building relationships, recognizing staff contributions, and helping to address burnout and morale concerns.

### **Shelter Operations & Communication**

- Act as a liaison between organizational leadership and shelter staff regarding incidents, employment concerns, and other critical communications.
- Assist with intake and grievance reporting, ensuring proper documentation and follow-up.
- Ensure staff are implementing health and safety protocols, supporting compliance with safety requests and guidelines.
- Occasionally serve as a Shelter Coordinator to cover open shifts, ensuring continuity in shelter operations when needed.

### **Competencies**

- **Empathy:** The ability to understand and share the feelings of individuals experiencing homelessness, providing compassionate and non-judgmental support.
- **Cultural Sensitivity:** Awareness and respect for the diverse backgrounds, cultures, and experiences of shelter residents, ensuring inclusive and equitable treatment for all.
- **Crisis Intervention:** The ability to respond effectively to emergencies, de-escalate conflict, and manage high-stress situations while maintaining safety for residents and staff.

- **Communication Skills:** The ability to clearly and effectively convey information, both verbally and in writing, to residents, coworkers, and external agencies. Active listening is a key component.
- **Problem-Solving:** The ability to assess situations, identify challenges, and find practical solutions to meet the immediate and long-term needs of shelter residents.
- **Attention to Detail:** The ability to focus on specifics, ensuring accuracy and thoroughness.
- **Conflict Resolution:** The ability to mediate disagreements between residents or between residents and staff, facilitating peaceful resolutions and promoting a harmonious shelter environment.
- **Boundaries and Professionalism:** Maintaining clear professional boundaries with shelter residents, while fostering an atmosphere of respect, trust, and confidentiality.

### **Qualifications & Skills**

- Experience in shelter operations, human services, crisis intervention, or a related field.
- Strong knowledge of de-escalation techniques, harm reduction principles, and trauma-informed care.
- Ability to provide effective training in crisis response, mental health first aid, and safety protocols.
- Excellent conflict resolution, coaching, and interpersonal skills.
- Experience managing staff performance and fostering a positive workplace culture, while maintaining adherence to organizational policies.
- Strong written and verbal communication skills.
- Ability to adapt to urgent and evolving situations with professionalism, empathy, and calm.
- CPR, First Aid, and Narcan certification (or willingness to obtain).

### **Work Environment & Schedule**

- Primarily based in shelter settings, with occasional off-site training or meetings.

- Requires availability for occasional evening or weekend shifts as needed.
- May involve responding to urgent staff concerns outside of regular hours.

**Physical Demands and Work Environment:**

- Ability to periodically lift, move, push and pull items up to 20lbs
- Ability to stand or sit for extended periods
- Ability to walk short distances regularly
- Ability to move about on foot, kneel, crouch and crawl
- Physical environment requires employees to possibly work both inside and outside in heat/cold, wet/humid, and dry conditions
- Noise level at the job site is usually moderate
- Ability to reach with hands, arms and talk and hear
- Ability to type, reach, write on computer

**Position Details:** This is a full-time (30-40 hours), hourly position based in the Belin office and across our shelter network. Compensation to be determined. Benefits include health, dental, and vision insurance, paid time off, and a cell phone allowance.

Good Samaritan Haven is committed to equity, diversity, and inclusion. We encourage candidates from diverse backgrounds to apply.

**To apply:** Email cover letter and resume to: [info@goodsamaritanhaven.org](mailto:info@goodsamaritanhaven.org)

Employee Acknowledgement Signature

\_\_\_\_\_ Date: \_\_\_\_\_

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<b>FLSA:</b>	Non-Exempt (Hourly)
<b>Reports to:</b>	Director of Human Resources/Administration
<b>Supervisor/Manager</b>	N
<b>Approved By:</b>	Julie Bond, Executive Director
<b>Date Approved:</b>	3/18/25

