

Position Title:	Shelter Co-Manager
Department:	Shelter Operations
Reports To:	Director of Shelters and Facilities



Overview

The Shelter Co-Manager works to administer and fulfill the mission of the shelter and to maintain a safe, clean, and positive atmosphere at the facility, in collaboration with the other co-manager, and in consultation with the Director of Shelters and Facilities. The Shelter Co-Manager is responsible for daily shelter operation management of Good Samaritan Haven, in tandem with Shelter Co-Manager. The Shelter Co-Manager works with the organization's Director of Shelters & Facilities to ensure Shelter Support staff and Shelter Support Lead Coordinators are well managed and closely aligned with the organization's community impact initiatives and ethic of care.

Duties and Responsibilities

- Be on site five days a week, including coverage for three shifts, working in tandem with the other co-manager to provide seven days per week of manager and shelter shift coverage.
- Supervise Shelter Support staff, Lead Shelter Coordinators, and/or peer support individuals at a GSH facility.
- Serve as staff mentor, training and advising staff to reach a high level of ethical and empathy-based care in their work.
- Accurately and thoroughly document all incidents and behavioral concerns involving shelter guests and staff. Work closely with human resources staff and the Shelter Staff Relations Specialist, providing guidance for performance improvement and staff development.
- Monitor the guest relations in the house, respond and problem-solve, as needed.
- Work with the Director of Shelters & Facilities and Guest Care Team (including Case Managers) to help facilitate a successful guest care model. Shelter Co-Managers community with the associated case manager for their site to ensure guest needs are being met related to IDs, healthcare appointments, court appearances, etc.
- Serve as primary contact to emergency situations at the shelter, supporting on-site staff and ensuring management is aware of a situation and emergency responders are contacted, as needed.

- Provide intervention and mediation with staff, guests and partners, when appropriate.
- Conduct intakes if Intake Coordinator is unavailable, welcome and orient guests to the shelter, and ensure guests understand shelter rules and programs.
- Coordinate on-going facility maintenance with Director of Shelters & Facilities by submitting maintenance request forms; track and submit order inventory requests for shelter supplies. Work closely with the Director of Shelters & Facilities to maintain a clean, safe and code-compliant site.
- Coordinate pest control service and regularly monitor for any need for pest control services.
- Maintain site security (i.e., work with Director of Shelters and Facilities to provide keys and maintain list of key-holders; assign door codes, address security concerns)
- Promote and encourage a supportive work environment for staff with attention to morale, professional growth and development, and safe working conditions.
- Manage shelter staffing schedule and monitor staff hours and attendance; help coordinate alternatives if staff should call out.
- Provide back-up support or substitute coordination to all staff when needed to maintain full shelter staff coverage.
- Build and maintain positive working relationships with community partners, including state and local agencies, groups, clubs, churches and individuals that can provide assistance to the people we serve.
- Enforce applicable rules and policies established by the Executive Director and any decisions made by the Guest Care Team.
- Ensure timely communication to the Director of Shelters & Facilities and to Human Resources regarding, but not limited to: employees, guests, volunteers, and shelter operations.
- Understand and uphold duties and responsibilities of the Shelter Co-Manager role, including the rules and policies for clients, and maintain strict guest and staff confidentiality.
- Represent GSH in a positive and professional manner, including, but not limited to, clean and neat appearance, knowledgeable and authoritative relationship with clients, and avoidance of any personal relationships with clients that call into question the ability to discharge duties in an impartial and fair manner.

Supervision Received: The Shelter Co-Manager reports to the Director of Shelters and Facilities, and works in conjunction with the Shelter Support Relations Coordinator and

collaboratively with all staff to ensure safe, welcoming, and efficient management of Good Samaritan Haven's shelters.

Qualifications

- Two years experience working with unhoused populations or in a related social service or nonprofit agency preferred
- Supervisory experience preferred
- Must be self-motivated and capable of motivating others
- Reliability and punctuality
- Interest in and commitment to Good Samaritan Haven's mission to provide emergency shelter and support services, stability, safety, and hope for people experiencing homelessness.

Education: Bachelor's degree in administration, social work or other relevant field preferred, or relevant lived experience.

Skills

- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Ability to represent GSH and create and maintain positive relationships in the community.
- Strong word processing, internet, and organizational skills.
- Leadership experience, with a preference for working with vulnerable populations.
- Ability to follow and enforce policies and procedures.
- Ability to rapidly assess and evaluate situations.
- Ability to provide compassionate support and guidance to a diversity of people.
- Ability to multitask and manage time; ability to meet deadlines.
- Ethical and possessing personal integrity.
- Ability to work independently and as part of a team; ability to create a working team dynamic.
- Ability to effectively communicate verbally and in writing.
- Able to work well in a team environment, handle multiple assignments and meet deadlines.

Competencies

- **Adaptability:** The ability to adjust to changes in the work environment, manage competing demands, and deal with frequent changes.
- **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 guests, ensuring inclusive and equitable treatment for all.
- **Communication Skills:** The ability to clearly and effectively convey information, both verbally and in writing. 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 guests.
- **Crisis Intervention:** The ability to respond effectively to emergencies, de-escalate conflict, and manage high-stress situations while maintaining safety for guests and staff.
- **Patience:** The ability to remain calm and composed when working with individuals who may be experiencing emotional, physical, or psychological distress.
- **Safety Awareness:** The ability to recognize and act on potential safety risks for guests, staff, and visitors, ensuring that the shelter environment is secure for everyone.
- **Collaboration and Teamwork:** Working cooperatively with other shelter staff, Co-Manager, Director of Shelters and Facilities, and volunteers to ensure effective service delivery, equitable division of shared tasks, and a supportive environment for guests.
- **Boundaries and Professionalism:** Maintaining clear professional boundaries with shelter guests, while fostering an atmosphere of respect, trust, and confidentiality.
- **Attention to Detail:** The ability to focus on specifics, ensuring accuracy and thoroughness.
- **Conflict Resolution:** The ability to mediate disagreements between guests or between guests and staff, facilitating peaceful resolutions and promoting a harmonious shelter environment.

Position Details

- Full time position located in a shelter environment with shared office space.
- On occasion there may be a high degree of stress or crisis management.

- On site presence for one weekend shift per week required.
- Evening and weekend availability to respond to calls.

Physical Demands and Work Environment

- Ability to periodically lift, move, push, and pull items up to 30lbs
- 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 and arms, talk, and hear
- Ability to type, reach, write on computer

Good Samaritan Haven is committed to equity, diversity, and inclusion in the workplace.

Employee Acknowledgement

Signature: _____ Date: _____

FOR HR USE ONLY

FLSA:	Exempt (Salary)
Reports to:	Executive Director
Supervisor/Manager:	Y
Approved By:	Julie Bond, Executive Director
Date Approved:	