

<b>Position Title:</b>	Recovery Shelter Manager
<b>Department:</b>	Shelter Operations
<b>Reports To:</b>	Director of Shelters and Facilities



## Overview

The Recovery Shelter Manager oversees operations at the VTARR-certified recovery-oriented emergency shelter at 580 South Barre Road—a hybrid model serving as a proof of concept for future programs in Vermont. This management role provides traditional shelter oversight and coordinates with the Recovery Program Manager and Director of Case Management and Guest Services on program implementation and case management for guests at this shelter.

The Manager ensures compliance with both VTARR recovery house standards and Vermont emergency shelter regulations, including eligibility, intake, and exit protocols.

The Manager maintains a safe, clean, and positive facility atmosphere and works with the Director of Shelters & Facilities to align Shelter Support Staff with organizational values and community impact goals and helps ensure the shelter culture reflects a restorative, compassion-based ethic of care. This includes regular participation in all Shelter Operations Meetings and supervision of Shelter Support Staff.

The Manager fosters a supportive, empowering environment grounded in harm reduction and recovery principles, supporting in-house programming and partnerships with external providers in collaboration and coordination with the Recovery Program Manager and Director of Case Management and Guest Services.

## Duties and Responsibilities

### General Shelter Management:

- Be present at shelter five days a week, providing coverage for a minimum of three typical shelter shifts per week (1st or 2nd shift).
- Supervise Shelter Support Staff and/or peer support individuals at 580 Shelter.
- Manage shelter staffing schedule and monitor staff hours and attendance; help coordinate alternatives if staff should call out. Respond to after hour calls and calls

for staff back up, as needed, providing backup support or substitution to maintain full staff shift coverage.

- Provide back-up support or substitute coordination to all staff when needed to maintain full shelter staff coverage.
- Represent GSH in a positive and professional manner. This includes, but is not limited to, clean and neat appearance, knowledgeable and authoritative relationship with staff and guests, and avoidance of any personal relationships with guests that call into question the ability to discharge duties in an impartial and fair manner.
- Approach guests and staff with an ethic of care and compassion while also maintaining safe and ethical boundaries.
- Enforce applicable rules and policies established by Executive Directors and any decisions made by the Guest Care Team.
- Ensure timely communication with the Director of Shelters & Facilities and/or Executive Director regarding, but not limited to: employees, guests, volunteers, and shelter operations/facilities issues.
- Monitor the guest relations in the house, and respond and problem-solve as needed. Work collaboratively with the Director of Shelters & Facilities, Recovery Program Manager, and Director of Case Management and Guest Services to help facilitate a successful guest care model and implement recovery programs.
- Serve as primary 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.
- Welcome program partners to the shelter, and ensure visitors from partner organizations understand shelter/recovery rules and programs.
- Work with the Director of Shelters & Facilities to help ensure the site is safe and code-compliant (assist with annual inspections, interface with on-site maintenance contractors, and notify Director of Shelters and Facilities issues in a timely manner.
- Recommend and coordinate pest control service. Regularly monitor for any need for pest control services.
- Maintain site security (i.e., work with Director of Shelters to provide keys and maintain list of key-holders; assign door codes, address security concerns)
- Monitor staff hours and attendance; help coordinate alternatives if staff should call out.
- Provide back-up support to all staff when needed (or help coordinate substitutes)

- Maintain shelter site security (door access, addressing security concerns, etc.)
- Provide intervention and mediation with staff, guests and community agencies or EMS partners, when appropriate
- Promote and encourage a supportive work environment for Shelter Support Staff staff with attention to morale, professional growth and working conditions
- Be knowledgeable of the rules and policies for guests at a VTARR house/shelter and maintain confidentiality
- Understand and uphold duties and responsibilities of the Shelter Manager role, including the rules and policies for clients, and maintain strict guest and staff confidentiality.

**Recovery Oriented Shelter Program Support:**

- Manage and oversee the 580 South Barre Road's shelter as a 13-bed, VTARR level 2 certified Recovery-Oriented Emergency Shelter/Recovery House hybrid model, with a solid program/guest support structure.
- Ensure the 580 house maintains VTARR compliance and certification.
- Ensure the success of this hybrid recovery house and shelter model for those in recovery AND experiencing homelessness.
- Conduct drug testing as needed and required in Recovery-Based Shelter Handbook
- Lead the house community, orienting individuals to the house, facilitating house meetings, supporting self-medication management, if needed.
- Lead house meals and house meal planning as part of house community development efforts, and ensuring guests have nutrition access generally, in collaboration with the Recovery Program Manager.
- Manage the guest interview and intake process, including building referral relationships with key partners such as Valley Vista, Serenity House, Divided Sky, etc.
- Foster a supportive setting for one's pathway to recovery while staying at Good Samaritan Haven.
- If guests return to use, work with guest to implement their return to use plan; and/or coordinate with the Director of Shelters & Facilities and Recovery Program Manager to find the most appropriate shelter setting for the guest's recovery/stabilization (if necessary).
- Support the Recovery Program Manager in implementing AA, NA or other support groups or recovery-based programming that occurs on GSH sites or help refer guests to community meetings.
- Capture any required data for reporting and fundraising purposes.

- Collaborate with GSH Intake Coordinator to ensure 580 guests are receiving timely referrals.
- Attend community partner meetings when Recovery Program Manager is unavailable (such as the Central Vermont Prevention Coalition, the Barre Town Shelter Committee, Annual NARR Conference)
- Build and maintain positive working relationships with community partners.

**Supervision Received:** The Recovery Shelter Manager reports to the Director of Shelters and Facilities, and works collaboratively with Director of Guest Care and Case Management, Recovery Program Manager, and all case management and shelter staff.

## Qualifications

- Two years experience working with homeless or related social service agency preferred
- Management experience preferred
- Recovery coach certification desired, or willingness to become certified
- Able to work well in a team environment, handle multiple assignments and meet deadlines
- 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 commensurate lived and professional 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
- Experience working with vulnerable populations and/or those in recovery
- 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

## 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 and volunteers to ensure effective service delivery 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, shared office space and shelter-based.
- First and second shifts required. Weekend hours required.
- On occasion there may be a high degree of stress or crisis management.
- 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 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

<b>FLSA:</b>	Exempt (Salary)
<b>Reports to:</b>	Director of Shelters and Facilities
<b>Supervisor/Manager:</b>	Y
<b>Approved By:</b>	Julie Bond, Executive Director
<b>Date Approved:</b>	