

RAM HOUSE SHELTER MANAGER JOB DESCRIPTION

BROAD FUNCTION

The Shelter Manager is the person responsible for the timely opening and closing of RAM House, and the courteous but orderly admission of guests. He/She maintains a comfortable, safe, and peaceful space for those occupying the shelter. He/She is responsible for enforcing rules of conduct inside the building, and assisting with the enforcement of order on the grounds surrounding the building. (RAM House day shelter operations hour 8 am to 4 pm - 7 days a week)

PRINCIPAL RESPONSIBILITIES

- Responsible for the timely opening and closing of the Shelter area, checking doors and locks and general security at the time of closing
- Assures the maintenance of order inside the building at all times and enforces rules of admission and conduct as set forth by RAM House. Uses own judgment in notifying law enforcement officers or emergency medical technicians.
- Supervise work of the Shelter office and CDI workers. Directs the CDI workers in regular cleaning and policing of all spaces, including the bathrooms and shelter space. Assigns CDI's to work in the kitchen on a daily basis. Schedules CDI workers on a weekly schedule that is posted in the shelter manager's office and kitchen manager's office.
- Directs the guests in cleaning duties and other tasks for shelter needs.
- Works with Volunteer Coordinator in training and supervising volunteers for the front desk and other shelter volunteer needs.
- Represents the shelter with interdenominational groups, civic groups, business and local government units and other agencies by giving tours of the shelter facility.
- Maintains comprehensive statistical data on shelter use and completes reports as requested.
- Supervises the Day Labor Program and works with Employment Program in assisting guests interested in participating. Coordinates the Employers participating in the Day Labor Program and keep all contact and records.
- Coordinates daily operation of shelter, i.e. appliances, heating, cooling and utilities, security, security system etc. Develops and implements maintenance schedule. This is inclusive of RAM van maintenance and vehicle inspections.
- Assists with the setup of breakfast and/or afternoon food service snack area in the shelter - in conjunction with the kitchen manager.

- Responsible for seeing that all waste material is carried to the dumpster inclusive of shelter, kitchen, bathrooms and offices on a daily basis.
- Assists the Kitchen Manager in the handling and storage of food.
- Assists with donations of clothing and food products.
- Provides a staple of emergency clothing supplies in coordination with volunteer clothing closet coordinator (socks, underwear etc. to be accessible in the shelter back room area).
- Serves as a liaison and advocate between guest and local Shelters, Social Services, VA and other resources providing services to the people that are homeless.
- Manages HMIS process for shelter documentation.
- Manage general shelter office procedures: phone, answering voice mails on a daily basis
- Manage shelter safety and safety protocols (fires drills, safety equipment checks, procedures for maintenance and cleanliness)
- Maintains Manuel for RAM Shelter department procedures and MSDS book.
- Communicates on a regular basis procedures, process and tasks for weekend and part-time shelter assistance.
- Hours may need to be flexed in an emergency situation.
- Expected to work on days of inclement weather if possible
- Performs other duties as assigned by the Operation Director of RAM.

PRINCIAPL ACCOUNTABILITIES

Accountable to the Operations Director for the execution of all responsibilities outlined above and other duties as needed.

RELATIONSHIPS

- Maintains an effective, courteous, working relationship with all Staff of RAM and RAM House and other professionals throughout the valley as well as business partners, donors,
- Maintains a helpful but firm relationship with the guests of RAM House, assisting them where appropriate with immediate personal problems, but disallowing rude, boisterous, or violent conduct.
- Maintains a helpful and courteous relationship with all volunteers.

PERSONNEL and PROGRAM REVIEW

- Shelter Manager will be have a performance evaluation and reviewed on a yearly basis.
- Will give a minimum of two-week notice to Operation Director before resigning.
- All leave should be requested at a minimum of 2 weeks prior requested day for approval from Operations Director. (Emergency exceptions will be reviewed on an as need basis)

MINIMUM QUALIFICATIONS AND REQUIREMENTS:

- Have a High School Diploma or GED. College degree preferred with a concentration in Social Work or Law Enforcement.
- Have 2-3 years' experience in social work and/or law enforcement or criminal justice and or management experience.
- Have excellent written and verbal communication skills.
- Working knowledge of Microsoft Excel, Word, PowerPoint and Access.
- Have excellent customer service skills.
- Have command of English grammar and spelling required.
- Be proficient with internet.
- Knowledge of HMIS Service Point system
- Knowledge of Safety facility procedures – MSD book etc.

WORKING CONDITIONS: Office environment – Day Shelter facility with occasional exposure to outdoor area.

MINIMUM PHYSICAL REQUIREMENTS:

- Must be able to navigate stairs
- Must be able to lift 25 lbs.
- May need to work outdoors
- Must be able to be around cleaning products
- Work special events as needed

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