

Overview

Under the direction of the Emergency Response Unit team lead, the Shelter Operations Manager provides day-to-day supervision of shelter related operations with the goal of:

- Providing safe, welcoming and effective overnight shelter.
- Providing a safe, welcoming and effective daytime hospitality center.

General Expectations

Completes all assigned tasks in accordance with HHC values and ethics standards including:

- Guests treated with respect at all times.
- Complies with HHC personnel policies by maintaining appropriate boundaries concerning relationships with guests and respecting HHC rules regarding the use of HHC property.
- Avoids loud, threatening or derogatory language at all times unless an emergency situation requires special behavior.
- Maintains confidentiality of guest information both in and outside of work.
- Treats all guests fairly in accordance with HHC guidelines and policies.
- Completes all checklists, incident reports, time cards and other written materials carefully and honestly.
- Reports any ethical violations or significant failure to follow HHC policy to the Executive Director.

Specific Responsibilities

1. Provide oversight of staff assigned to the daytime hospitality center and overnight shelter operations.
 - a. Provide supervision of daytime and overnight shelter operations supervisory staff to create an effective shelter operations team.
 - b. Assure that all aspects of shelter operations are staffed in accordance with the agreed upon schedule.
 - i. Schedule staff for all shelter related functions (shelter staff, shelter front desk and drivers).
 - ii. Monitor time and attendance.
 - c. Provide supervision and training to assure that shelter services are delivered with a trauma informed and person-centered approach.
 - d. Review the log on a daily basis and have one-on-one meetings with guests found in violation of shelter rules. Determine appropriate consequences for breaking rules. Document consequences in the guest's file and by updating the banned list. Refer guests to shelter support services staff if they are interested.

- e. Identify training needs, procedure changes or other actions that could improve shelter operation. Attend weekly shelter meeting.
 - f. Maintain master file of incident reports.
 - g. Participate in the resolution of shelter related grievances.
2. Monitor staff understanding and application of HHC policies and procedures including:
 - a. Assignment of beds
 - b. Lockers
 - c. Medications
 - d. Managing nighttime shelter access (searching bags etc.)
 - e. Smoking
 - f. Parking
 - g. Accommodating approved pets
 - h. Enforcing basic behavioral expectation
3. Identify and communicate facilities related issues to the Facilities Manager for follow-up.
4. Develop and implement strategies and training to maximize day and nighttime safety for guests and staff including overdose response, immediate crisis response and de-escalation approaches to reduce conflicts.
5. Manage specialized winter shelter options.
6. Provide information to the Shelter Services Manager to ensure that shelter bed nights, bed assignments and exits are properly in HMIS and HHC data systems.
7. Support and encourage shelter-based volunteers to maximize their effectiveness and commitment to NLHHC.
8. Support the operation of the respite and VA sections of the shelter in partnership with assigned program staff.
9. Work with Community Meal Center, to coordinate access to meals for shelter guests.
10. Work with relevant partners including NLPD and International Family Worship Center on operational issues.

Qualifications

Demonstrated capacity to provide effective supervision of staff including hiring, initial training, team building and skills development.

Strong interpersonal skills to support working effectively with guests, staff, volunteers and community partners to achieve shelter goals.

Strong organizational skills to support management of multiple administrative priorities including record keeping, facilities coordination, staff scheduling and

Valid driver's license with no points.

Position

This is a full-time position supervising a shelter that operates 24/7 year-round. Work hours are, therefore, flexible as needed to provide leadership for shelter supervisors and staff. Some early morning and evening hours will be required to provide support for supervisory staff. This position also requires being on-call for shelter related emergencies.

Compensation is \$25/per hour with overtime (1 ½ time) available if needed.

Application

Applications will remain open until a candidate is selected. Interested applicants should submit a resume and a detailed cover letter describing his/her relevant experience. Resumes without cover letters will not be reviewed. For more information about the work of the New London Homeless Hospitality Center please check our website at NLHHC.org.

Applications may be submitted by email to:

Nicole Thomas
Personnel Manager
personnel@nlhhc.org

New London Homeless Hospitality Center is an equal opportunity employer that does not discriminate on the basis of race, religion, color, national origin, sex, military status, age, disability, sexual orientation, gender identity, genetic information, creed, citizenship status, or any other characteristic protected by federal, state or local laws. This policy applies to all of New London Homeless Hospitality Center's hiring practices, and to all terms and conditions of employment.