

Overview

Under the direction of the Emergency Response Unit team lead, the Daytime Shelter Operations Manager provides day-to-day supervision of shelter related operations between 8:00 am and 4:00 pm with the goal of:

- Providing a safe, welcoming and effective daytime hospitality center.
- Support the operation of the overnight shelter by completing designated day time tasks.

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.
 - a. Provide supervision of daytime shelter operations staff to create an effective shelter operations team.
 - b. Assure that all aspects of daytime 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.
 - iii. Evaluate staff performance.
 - c. Provide supervision and training to assure that shelter services are delivered with a trauma informed and person-centered approach.
 - d. Identify training needs, procedure changes or other actions that could improve shelter operation. Attend weekly shelter meeting.

- e. Maintain master file of incident reports.
2. Monitor staff understanding and application of HHC policies and procedures including:
 - a. Lockers
 - b. Medications
 - c. Smoking
 - d. Parking
 - e. Accommodating approved pets
 - f. Enforcing basic behavioral expectation
3. Manage State Pier Road facilities including maintenance, cleaning, inspections, supplies, grounds and security. Assure that all storage is well organized.
4. Manage vehicles assigned to the shelter including maintenance.
5. Monitor areas surrounding shelter (Bridge, Mill and Huntington Street) to address any trespassing and control litter.
6. Complete assigned reviews of compliance with locker policy (i.e. checking lockers) including assigning lockers if required.
7. Develop and implement strategies and training to maximize daytime safety for guests and staff including overdose response, immediate crisis response and de-escalation approaches to reduce conflicts.
8. Be available on-call to manage emergency situations at the shelter site.
9. Support and encourage shelter-based volunteers to maximize their effectiveness and commitment to NLHHC.
10. Work with Community Meal Center, to coordinate access to meals for shelter guests.
11. Work with relevant partners including NLPD and International Family Worship Center on operational issues.
12. Provide emergency coverage during non-daytime hours if assigned.