



## **JOB DESCRIPTION: SHELTER SUPERVISOR (TRYON CAMPUS)**

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**POSITION TITLE:** Shelter Supervisor (Tryon Supervisor)  
**DEPARTMENT:** Homeless Services  
**REPORTS TO:** Director of Shelter Services  
**FLSA:** Exempt  
**LAST REVISED:** 07/25/2019

### **POSITION SUMMARY:**

The Shelter Supervisor is responsible for coordinating and supervising the daily management of the shelter campus, including scheduling and supervising shelter staff, addressing operational needs of the shelter, and working collaboratively across teams to facilitate service delivery to guests. The Tryon Shelter operates 24 x 7 and this position typically works from 4pm – 12am Tuesday – Saturday. In addition to leadership responsibilities, the Shelter Supervisor is expected to regularly work shifts within the shelter and model behavior for the shelter team. Role will be responsible for responding to urgent or emergency situations on the campus.

### **ESSENTIAL FUNCTIONS:**

1. Support overall mission of providing safe emergency shelter to homeless men in crisis and offer life-changing services promoting stability, dignity, and trauma-informed services.
2. Actively engage with guests and support case management efforts to move guests into more appropriate housing.
3. Provides supervision, training, monitoring, and coaching to all assigned staff and volunteers. Assists Director of Shelter Services in hiring and training of new Shelter Staff team members.
4. Schedule staff to cover shelter operations. Prepare alternate coverage plans with relief staff or cover for Shelter Staff when necessary.
5. Monitor staff daily routines, ensuring staff are appropriately engaging with clients, providing appropriate wandering and searching of guests and guest items, following shelter process and protocol. Serve as a model for desired staff action.
6. Respond to emergency or urgent situations on campus, regarding staffing or shelter operations.
7. Review HMIS data and written reports daily. Ensure staff are completing necessary HMIS data and providing comprehensive and accurate written documentation of events that occur during shifts in the daily logs and/or incident reports.
8. Provides quality customer service to all guests, visitors, and volunteers and ensures the same of assigned staff.
9. Assist Director of Shelter Services in reviewing and addressing guest grievances.
10. Develop effective communication practices across shifts and assist Director of Shelter services in regular shelter team meetings.
11. Review emergency preparedness plan for shelter campus and work with Director of Facilities to ensure regularly safety drills and checks.
12. Prepare client chore list and monitor that all chores are completed.
13. Oversee storage and disposal of guests' and former guests' belongings
14. Notify maintenance personnel of the need for repairs, supplies and general cleanliness in the facilities.

15. Ensure all donations received during shifts are accounted for and secured and donors are appropriately thanked and provided written documentation of donation.

#### **OTHER RESPONSIBILITIES:**

1. Participates in staff training and development activities as directed.
2. Attend In-service trainings, extended Leadership and staff meetings
3. Performs other duties as directed by supervisor.

#### **EXPERIENCE AND SKILLS REQUIRED:**

- At least two years of work experience with people experiencing homelessness, with a preference for experience in an emergency shelter setting. Clear care and concern for people experiencing homelessness.
- Evidence of leadership skills, and a preference for experience supervising others
- Evidence of good judgement and ability to make quick decisions. Comfortable setting boundaries with clients.
- Ability to flourish in a hectic work environment and to prioritize competing demands
- Strong administrative skills and comfort with the use of computers, databases, and technology. Preference for experience using HMIS.
- Hard work ethic and willingness to do a variety of tasks
- Positive attitude and adept at customer service
- Valid Driver's License required