



Job Title: Shelter Manager
Location: Path of Life Shelters
Reports To: Homeless Services Coordinator

**Position Overview:**

Shelter Manager is responsible for overseeing the day-to-day activities at a Path of Life Ministries (POLM) shelter; ensuring that staff activities occur in a professional and confidential manner, managing all on site activities and resources, managing on site staff and interns as well as volunteers, managing all enrollments and exits from the program, assisting with program development, and ensuring policy and procedure compliance.

**Essential Job Functions**

**1. Oversight of onsite daily operations**

- Ensures a safe, healthy, professional environment leading to guests/resident's self-sufficiency.
- Ensures that the facility/grounds are well maintained.
- Ensures that all onsite activities (including workshops, group activities, meals, chores, and other regular daily activities) are carried out in a safe, effective, efficient, and professional manner.
- Works with superiors to manage and quickly resolve on site emergencies (on call) as well as other janitorial and facility concerns or problems.
- Ensures the safety and quality of all onsite food services.
- Ensures the proper documentation of the daily presence of guests, volunteers, and visitors (i.e. sign in sheets).
- Ensures the proper documentation of all on site donations.
- Ensures the proper documentation of all site related incidents, grievances, and service coaching activities.
- Work with and advise superiors regarding program concerns, incidents, grievances, and changes.
- Work with and advise superiors regarding policy and procedure updates, improvements, and other changes.

**2. Staff Management**

- Monitor, direct, correct, document, and report Residential Service Staff (RSS) and Intern performance according to POLM policy, procedure, core values, and mission.
- Ensure compliance with all POLM policy and procedures.

- Ensure all site staff are aware of and confident in their job responsibilities.
- Work with and advise superiors on staff and client concerns, incidents, grievances, and incentives.
- Attends all POLM and community meetings as required or directed.

### **3. Guest Relations**

- Manage and ensure proper program enrollment and exit.
- Work with superiors and Achievement Coaches on making a determination about a guest's continued stay or exit from the program.
- Ensure proper enrollment and updates of the HMIS system.
- Manage all passes from program attendance and/or participation.
- Manage and ensure the availability as well as the effective and efficient distribution of all on site resources (i.e. job and housing or other resource boards, on site computer banks and resource centers, clothing closets, other resources available onsite for guests.)
- Manage and ensure the availability as well as effective and efficient use of all on site supplies.
- Effectively and quickly resolve and/or work with superiors to resolve all guest incidents, compliance concerns, and grievances.

### **4. Other Duties as Assigned**

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.