



JOB OPENING

OVERNIGHT SHELTER SUPERVISOR

STATUS: Non-Exempt
HOURS: 8:00pm-7:00am, shift based
REPORTS TO: Operations Manager
SALARY: DOE
BENEFITS: Dinner and Breakfast provided.
DESCRIPTION: Under the supervision of the Operations Manager, the Overnight Supervisor supervises the functioning of the shelter during operating hours. Hours of operation are 8:00pm to 7:00am. This position requires the Shelter Supervisor to be awake during the entire shift, and to be alert and vigilant about what is going on all around the site at all times, especially with the shelter residents. Supervisors are not to bed down at any time.

DUTIES AND RESPONSIBILITIES:

- The Overnight Supervisor acts as liaison between the guests, host volunteers, Program Case Manager, and the Shelter Program Manager.
- Communicate any issues, concerns, or successes to Case Manager.
- Welcomes new residents; issues bedding and footlockers; and orients residents in the Shelter facilities, schedules, sign-in policy, and program rules.
- Greets volunteers, obtains required signatures and other information, and assists with the set up for dinner.
- Coordinates facility use and ensures the orderly clean up of the shelter.
- Maintains shelter storage areas in orderly manner, disposes of resident property left over 10 days, unless otherwise directed by Program Manager.
- Supervises resident work schedules and assigns tasks for the rotation of chores.
- Ensures stored food is fresh and any stale or spoiled food is disposed of properly.
- Monitors shelter supply inventory and completes supply list for Host Church Shoppers and Program Manager.
- Posts daily entries regarding program, resident status, and any incidents in shelter log book.
- Conducts meetings with residents regarding program rules.
- Opens and closes.
- Ensures that guests leave on time.
- Oversees monthly Shelter move.
- Ensures that the rules and policies of the Host Church and the shelter are followed and that a peaceful, dignified and caring environment is maintained for all guests and volunteers.
- Is familiar with, and maintain copies of, printed emergency procedures for each church and communicate them clearly to guests.

QUALIFICATIONS:

- Supervisory experience.
- Strong interpersonal skills.
- Experience working with multi-ethnic/multi-cultural populations.
- Conflict resolution skills.
- Communicate clearly and concisely in oral and written English.
- Sensitivity to needs of homeless residents.

- Organized and able to establish priorities.
- Able to establish and maintain cooperative relationships with other employees, program participants, community groups, governmental agencies, and the general public.
Able to physically assist with shelter moves.

EXPERIENCE AND EDUCATION:

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying:

- One or more years of experience working in a social, community, housing, or alcohol/ drug services agency or organization.
- Experience working with homeless populations.
- High School Diploma or GED.
- If in recovery, two years clean and sober.

Fax or Email Cover Letter and Resume to:

Victoria Yang, Operations Manager

EMAIL: hr@WVCommunityServices.org

[Please indicate “*Overnight Shelter Supervisor*” in the subject line of the email]

FAX: (408) 366-6090

DEADLINE: Open until filled