

## **POSITION DESCRIPTION**

Position: Outreach & Housekeeping Manager  
Program: Reno Shelter Programs  
Reports to: Operations Compliance Director

Status: Exempt  
Date Revised: 6/2021

### **POSITION SUMMARY:**

The Outreach & Housekeeping Manager is responsible for assuring quality service in a safe, non-judgmental manner to all program participants compassionately and professionally as it relates to the specific program objectives. Objectives include supportive interaction with program participants and team members, assessment of participant's needs, assuring the safety and the integrity of all residents, and performance of all work duties as required. Work is performed in a cost effective and service oriented manner as it relates to established organizational standards.

### **OBJECTIVES/ACTIVITIES:**

- A. Responsible for operations, supervision, safety and cleanliness of the program.
  - 1. Maintain clear, thorough, routine communications with the Operations Compliance Director on all issues including incidents, operations, and personnel.
  - 2. Coordinate the shift schedules of all outreach monitor staff and housekeeping staff including emergency and/or on-call support staff to provide adequate coverage.
  - 3. Interview, train, supervise, and discipline all outreach monitor and housekeeping staff as needed.
  - 4. Compile and update operations manuals covering all functions of the outreach monitor and housekeeping program.
  - 5. Provide crisis management as needed.
  - 6. Provide emergency relief coverage as needed.
  - 7. Conduct conflict resolution meetings with staff or clients as needed.
  - 8. Implement program enhancements.
  - 9. Coordinate all activity involved in donations to programs.
  - 10. Coordinate the collection and delivery of employee time sheets and ensure accurate time in entered into payroll system
  - 11. Review and respond to incident reports and grievances as appropriate
  - 12. Review security camera footage and provide to director as requested.
  - 13. Provide outreach and information to participants to encourage involvement in program services.
  - 14. Responsible for all aspects of the outreach monitors and housekeeping services.
  - 15. May perform other duties as assigned.
  
- B. Responsible for assistance with client development.
  - 1. Support the outreach monitor team in implementing plans to assist the residents in the successful completion of the program.
  - 2. Role model positive behavior to help clients as they work towards self- sufficiency.
  - 3. Monitor and observe participant activities for noncompliance with program rules and regulations, noise control, resident and visitor control, parking issues, loitering and congregation around exteriors of program's building.
  - 4. Maintain clear, thorough, routine communication with all residents.

- C. Responsible for all areas of the CAC outside area.
  1. Document and report all client concerns and/or infractions that can impact the campus security.
  2. Submit all shift logs, observation logs, and critical information reports on a daily basis for appropriate action.
  3. Monitor inventory of program equipment and supplies and take appropriate action to purchase, replace or restock as needed within assigned budget.
  4. Secure approval for exceptions to standard policy.
  5. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
  6. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
  7. Communicate with staff, Operations Compliance Manager, service providers and external county/state/city program representatives as required.
  8. Direct available resources as required.
  9. Comprehend and adhere to ethical standards, program philosophy guidelines, and confidentiality laws.
  10. Maintain grounds in a safe and healthful standard. Delegate maintenance duties to staff weekly to insure a high standard of cleanliness and safety at each program site.
  11. Conduct and document staff training relative to hazardous materials, general safety issues and disaster planning.
  
- D. Responsible for the assistance of training and development of new staff.
  1. Assist the Operations Compliance Manager in department orientation and training of new employees as requested to assure quality work outcomes.
  2. Identify appropriate ongoing training for both new and existing staff and report needs to management.
  3. Serve as part of the program development team by providing information and support for the development of quality operations and maintenance of operations manual.
  4. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.
  
- E. Responsible for self-development
  1. Continually learn and enhance technical and interpersonal skills.
  2. Attend staff meetings/assigned training seminars and complete required certifications, i.e. CPR, First Aid, etc.

**EQUIVALENT EDUCATION AND EXPERIENCE:**

This position requires a Bachelor's Degree in Social Work or a related field or (3) years' experience working with the homeless population. This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to homelessness, substance abuse, mental health, young adults, minorities, persons with disabilities and reentry population. Must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. This position requires 1 year prior supervisory experience and demonstrated ability in record keeping, and good written and verbal communication skills, The position requires establishing and maintaining positive relations with the general public, funding agency, clients and other staff. This position requires CPR and First Aid training within ninety (90) days of employment date and re-certification as necessary and T.B testing bi-annually. A valid Nevada driver's license and clean driving record is required.

**SPECIFIC SKILLS REQUIRED:**

Teamwork skills  
Management skills  
Oral and written communication skills  
Ability to de-escalate crises and assist clients and staff in emergencies  
Organizational skills  
Analytical and decision making ability

**PHYSICAL REQUIREMENTS:**

Lift and move up to 50 pounds  
Physically able to safely maneuver weight distribution of a client in an emergency situation  
Stand, walk, bend, stoop, and sit frequently  
Climb stairs as needed  
Kneel occasionally

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are performed independently with accessible guidance and direction from the Operations Compliance Manager or designated lead. This person must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

**SUPERVISION EXERCISED:**

This position supervises outreach monitor and housekeeping staff including interviewing, training and disciplinary responsibilities as the program needs may require.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with county/state/city and business entities, clients, and all levels of support staff. The Outreach & Housekeeping Manager is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

**FINANCIAL RESPONSIBILITY:**

Substantial financial loss through loss of business contracts is possible.

**NUMBER OF EMPLOYEES:**

25-35 employees report to this position.

**This Outreach & Housekeeping Manager job description does not constitute a written or implied contract and may be changed as business needs arise.**

Indicate anything that would keep you from meeting the job duties as outlined above.

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Employee Signature \_\_\_\_\_ Date Signed \_\_\_\_\_