

POSITION DESCRIPTION

Position: Shelter Director
Program: X Street Navigation Center
Reports to: Chief Operations Officer
Status: Exempt
Date: 8/2021

POSITION SUMMARY:

The Shelter Director is responsible for the service of all participants through the development of quality programs and resources, overseeing the assessment/placement of clients, and management of daily workflow as it relates to overall organizational operations of the programs. This would include providing intrinsic leadership and decisive direction to program managers in the areas of management, organization, finance, administration, quality assurance, and professional development. The Shelter Director ensures that all work is performed in a cost effective and service-oriented manner in accordance with negotiated contracts, appropriate procedures and regulations, following the vision and direction of the Chief Operations Officer. The Shelter Director coordinates program requirements with other operational areas and has overall responsibility for the supervision, development and motivation of staff.

OBJECTIVES/ACTIVITIES:

- A. Responsible for the development and management of all financial and contractual aspects of the program services.
1. Ensure and coordinate all day-to-day operations are conducted and led in a safe and non-judgmental manner.
 2. Point of contact for partner agencies' day to day needs.
 3. Point of contact for Good Neighbor Policy.
 4. Coordinate and schedule the collaborative service partners at program.
 5. Weekly case conferencing with partner agencies.
 6. Supports in tracking and gathering program data and services in compliance with agency policies, regulatory and funding source requirements.
 7. Oversee the process of all needs assessments, to evaluate each program participant's medical, physical, emotional, and psychological needs. Confirm the assessments are conducted on all clients upon entry.
 8. Assist the Chief Operations Officer in the development and monitoring of annual budgets working toward goal achievement.
 9. Provide quality program services within established budgets.
 10. Complete monthly, quarterly, and annual reports for the funding sources.
 11. Refer new sources of funding to senior management and assist, as possible, in securing such funds.
 12. Serve as liaison to contract personnel.
 13. Provide all documentation, as needed, to comply with contractual agreements.
 14. Participate in developing community relations and maintain positive image of the program.
 15. Provide crisis management as needed.
 16. Ensure continuous and on-going evaluation of services, programming, client's progress, staff skills, and related documents and procedures.

17. Assist in the development and maintenance of approved operations manuals.
 18. Perform other reasonably related duties as assigned by the Chief Operations Officer.
- B. Responsible for the management of all areas of daily operations and activities of the program services in compliance with company policies.
1. Support the management of all property maintenance, security, and safety concerns that arise on a daily basis at the program sites.
 2. Coordinate client placement referrals to determine appropriateness of program placements.
 3. Respond to complaints from contracting agents, clients, property neighbors and all other program related affiliates.
 4. Ensure accountability and inventory of program equipment and supplies.
 5. Respond to all client grievances.
 6. Supervise the coordination of all medical, psychological, psychiatric, and /or other necessary evaluations of clients.
 7. Provide 24-hour on-call emergency assistance to clients and staff as necessary.
- C. Responsible for distribution and monitoring of staff's workloads to achieve established objectives of the department.
1. Provide assistance in responding to personnel complaints and provides technical expertise to handle exceptions to standard policy.
 2. Help identify resources necessary to attain performance standards.
 3. Develop daily, weekly and monthly staffing schedules in order to accomplish program objectives.
 4. Maintain ongoing client contact to assure that employee performance is in line with client needs. This includes regular communication with clients, service providers and external county/state/city program representatives.
 5. Direct available resources as needed.
 6. Assist with daily workloads, if necessary.
- D. Responsible for training, development and motivation of staff.
1. Participate in the interviewing and selection of qualified employees.
 2. Help establish goals and objectives for staff and evaluate achievements of established goals.
 3. Facilitate department orientation and training for new employees to assure quality work and employee engagement, taking corrective action as necessary.
 4. Identify appropriate ongoing training for existing staff.
 5. Lead in conducting ongoing performance reviews and recommend salary adjustments for staff, when appropriate.
 6. Work with Chief Operations Officer to provide corrective action for employee performance improvement when necessary.
 7. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for all personnel.

- E. Responsible for self-development.
 - 1. Continually learn and enhance technical and interpersonal skills.
 - 2. Attend all mandatory training as assigned.
 - 3. Attend management team meetings, in the absence of the Chief Operations Officer.

- F. Responsible for the dissemination of information to staff and management on new developments and the status of activities as it applies to the overall company operations.
 - 1. Inform Chief Operations Officer of the status of potential workflow problems, allowing management to assist with workflow needs to meet program objectives and project future staffing needs.
 - 2. Communicate new and established procedures and company policies to the staff and insure proper implementation.
 - 3. Serve as part of the organization management team by providing information and support for the development of quality operations.
 - 4. Maintain professional working relationships with other members of management.

EQUIVALENT EDUCATION AND EXPERIENCE:

A Bachelor's Degree in social services or a related field is required. Five years of prior supervision experience is required. A combination of education and experience will be considered. CAC, CADC or experience working in alcohol/drug recovery programs is strongly preferred. This position requires demonstrated ability in record keeping, good written and verbal communication skills, knowledge of problems unique to reentry, minorities, persons with disabilities, substance abusers the general homeless population. Specific knowledge and experience with Twelve Step philosophy, addiction and recovery, and dysfunctional family dynamics is preferred. Must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. This position requires CPR and First Aid training within ninety (90) days of employment date and re-certification as necessary and T.B. testing annually. Must have a valid California Driver License and ability to meet organizations insurance carrier guidelines required.

SPECIFIC SKILLS REQUIRED:

Leadership skills
Excellent oral and written communication skills
Ability to assist and motivate other people
Organizational skills
Analytical and decision-making ability
Statistical and mathematical skills
Computer Skills

PHYSICAL REQUIREMENTS:

Lift and move up to 20 pounds
Stand, walk and sit frequently
Bend, stoop and kneel occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are performed independently with guidance and direction from the Chief Operations Officer. Must be able to work independently toward attainment of operational goals and contract compliance.

SUPERVISION EXERCISED:

Plans, directs and coordinates work of program staff. Responsible for ensuring training, auditing, conducting performance appraisals and providing feedback and disciplinary actions. Salary recommendations, hiring, and terminations are subject to review by Chief Operations Officer, Human Resources and ultimately, V.P., Operations.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, clients, and all levels of support staff. The Shelter Director is responsible for promoting company image and providing advice on company practices and procedures, while establishing and maintaining good working relationships with all clients. Professionalism, tact, discretion, and resourcefulness are required at all times to promote Volunteers of America’s image.

FINANCIAL RESPONSIBILITY:

Substantial financial loss through loss of business contracts is possible. The Shelter Director has authority to approve or deny exceptions within the approved budget. Responsible for actively participating in the development and adherence to program budgets.

This Shelter Director 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.

Employee Signature _____ Date Signed _____