

Concord Coalition to End Homelessness

Job Description: Emergency Winter Shelter Manager

Last Updated: September, 2020

Position Title: Winter Shelter Manager

Reports to: Shelter Director

Supervises: Shelter Volunteers and Shelter Guests

Status: Part-time or Full-time Seasonal

Overnight shifts operate from 6:00 pm to 7:30 am nightly.

Depending on availability and preference, Winter Shelter Managers could work an entire nightly shift from 6:00 pm - 7:30 am, or split a shift with another staff (such as, 6:00 pm - 11:00 pm and 11:00 pm to 7:30 am. Some flexibility is possible). (Managers might work 1-5 shifts per week)

FLSA: Nonexempt (hourly)

The Winter Shelter Manager's role is to ensure a safe, clean, environment that is conducive to restful sleep, effectively address any behavior that is unsafe or disruptive, supervise the volunteers on duty, report property maintenance issues, and assist with data collection needs.

The Concord Coalition to End Homelessness is a rapidly growing non-profit organization dedicated to the vision of a Concord area community where everyone has a safe, decent, stable and affordable place to live.

Job Summary

The *Winter Shelter Manager* will provide leadership and support for the operation of the seasonal Winter Shelter. The location of the Winter Shelter may change throughout the season, so Managers could be working at multiple locations in Concord, NH.

Essential Functions

- Maintain a safe, clean, calm environment during the operating hours of the Shelter.
- Follow protocols and policies to limit the spread of COVID-19.
- Be reliable; arrive on time for each shift.
- Provide leadership and support to active volunteers on duty.
- Develop trust with guests.
- Report minor building repairs and routine building maintenance needs to supervisor.
- Manage inventory and supplies.
- Participate in regular staff meetings and trainings as needed.
- Communicates shift's events and activity clearly with other Shift Managers and Shelter Director.

- Is responsible for contacting emergency personnel in any crisis.

Other Responsibilities

- Assists with snow removal.
- Trains volunteers re: policy changes.

Minimum Qualifications

- 3 years of supervisory experience or 3 years working with a vulnerable population
- Crisis Management/Basic First Aid/CPR
- Experience providing Shelter support/leadership
- Ability to stay awake at night in a quiet environment

Core Competencies

- ⊘ **Managing Mission and Goals:** Demonstrates understanding and support of the mission and vision of the Concord Coalition to End Homelessness; talks and conceptualizes beyond the here and now to a larger sense of purpose; is optimistic; helps others own the CCEH mission and vision.
- ⊘ **Integrity and Trust:** Is widely trusted; practices direct, honest, and transparent communications; maintains confidentiality; admits mistakes; responds to situations with consistency and reliability; is authentic.
- ⊘ **Interpersonal Relationships:** Relates well to all kinds of people; builds appropriate rapport; builds constructive and effective relationships; considers the impact of his/her actions on others; uses diplomacy and tact; helps others save face in difficult situations; is easy to approach and talk to; avoids communication triangles.
- ⊘ **Maintain Boundaries:** Develop effective relationships with staff, volunteers and guests while maintaining levels of professionalism and focus on job responsibilities.
- ⊘ **Balanced Decision Making:** ability to be objective, and fairly evaluate the different aspects of a situation, and to make an ethical decision that takes into account all aspects and components; the ability to balance between the needs of oneself, others, and the organization at the same time.
- ⊘ **Freedom from prejudice:** the ability to develop and not allow unfair implications of prejudged information to enter into and affect an interpersonal relationship; not allowing a person's class, race, sex, ethnicity, or personal philosophy to cause you to prejudge the actions, potential, intentions, or attitudes of others.
- ⊘ **Team Orientation:** Demonstrates interest, skill and success in team environments; promotes group goals ahead of personal ones; is a resource to other members of the team; understands and supports the importance of teamwork and takes responsibility for his/her part in the success or challenges of the team.
- ⊘ **Composure:** Is cool under pressure; does not become defensive or irritated when times are challenging; is considered mature; can be counted on to hold things together during challenging

times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.

- ⊘ **Conflict Management:** Deals with problems quickly and directly; steps up to conflicts, seeing them as opportunities; reads situations quickly; good at focused listening; settles disputes collaboratively and equitably; finds common ground and gets cooperation.

- ⊘ **Flexibility:** Is open to different and new ways of doing things; can shift gears comfortably; able to see the merits of perspectives other than his/her own; demonstrates openness to new organizational structures, procedures, and technology; switches to a different strategy when an initially selected one is unsuccessful; can decide and act without having the total picture.
- ⊘ **Organizing:** Can marshal resources to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner.
- ⊘ **Time Management:** Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; can attend to a broader range of activities.