

# Hood River Shelter Services

*Because The Gorge Community Cares*

## Job Announcement

### SHELTER OPERATIONS MANAGER

#### Overview of Position:

Under the direction of the Executive Director, this position will lead daily Warming Shelter operations in support of Hood River Shelter Services' mission: to compassionately provide a safe place to meet the basic needs of those without shelter during the winter. Scope of work includes supervision of Shelter staff and volunteers, engagement with and coordination of service provider partners, and regular contact with Shelter guests.

This is a full-time, seasonal position from October 2021 through March 2022. 35-40 hours/week, required evenings, weekends and on-call duties. Pay rate: \$20/hour.

#### Responsibilities & Duties:

- Work with Shelter Executive Director to plan and implement 2021-2022 winter Shelter operations
- Act as lead staff person on site to direct and supervise daily operations of the Shelter
- Develop and update operational procedures as needed while constantly seeking to improve the quality and effectiveness of the service
- Consistently adhere to and support Staff and Guests to follow Shelter policies, procedures, and Shelter rules
- Train staff and volunteers
- Create staffing schedule and ensure that hours are tracked; manage scheduling to ensure full staffing coverage
- Monitor Shelter premises to maintain safety of clients and Shelter space
- Ensure that Shelter premises and guest's cabins are clean and compliant to health department standards; facilitate and supervise guest bedding inspection and laundering
- Coordinate restocking of supplies
- Supervise meal set-up, following food safety guidelines, coordinate with community meal partners
- Professionally respond to questions and situations as needed
- Develop and sustain a culture of accountability and effective communication
- Other duties as required or assigned by Executive Director

#### Core Competencies:

- **Mission Ownership:** Demonstrates understanding and full support of the mission of the shelter program; consistently behaves in a manner congruent with the mission.
- **Initiative:** Has strong work ethic; is action oriented and energetic; seizes opportunities; sets demanding but achievable objectives for self.
- **Integrity and Trust:** Is seen as trustworthy by others; practices direct and transparent communication; keeps confidences; admits mistakes; responds to situations with consistency and reliability.
- **Interpersonal Skills:** Establishes good working relationships with all others who are relevant to the completion of work; works well with people at all levels of the organization; builds appropriate rapport; considers the impact of his/her actions on others; uses diplomacy and tact; is approachable.
- **Technical Expertise:** Demonstrates the technical skills required to proficiently execute the essential functions of the job, including responding to maintenance needs at the site and word processing/data entry. Pursues appropriate learning opportunities for self and staff to ensure skillsets stay relevant.

- **Time Management:** Is able and willing to focus time on tasks that contribute to organizational goals; uses time effectively and efficiently; values time and respects the time of others; concentrates his/her efforts on the most important priorities; can appropriately balance priorities.
- **Process Management:** Figures out the processes necessary to get things done; knows how to organize resources and activities; understands how to separate and combine tasks into efficient workflow; can see opportunities for synergy and integration; can simplify complex processes.

### **Job Qualifications:**

- Experience working with a diverse population, with sensitivity to differences in culture, religion, sexual orientation, gender, race, age, and physical and mental illness.
- Ability to effectively interact with guests, co-workers, and volunteers with diverse ethnic and cultural backgrounds and treat each individual with respect, dignity, and compassion.
- Ability to work effectively in constantly changing and sometimes demanding or chaotic environment.
- Ability to maintain clear personal and professional boundaries.
- Ability to respond calmly and reasonably in emergency and crisis situations.
- Ability to communicate well both orally and in writing, and follow detailed instructions.
- Basic computer and technology skills, such as entering data, creating spreadsheets, documents, navigating e-mail, teleconferencing and use of a cell phone
- Willingness to complete food handlers and other relevant training in trauma-informed care, mental health first aid, CPR and first aid after hire.
- Ability to accurately record information for required guests and staff documentation.
- Pass a criminal background check.

### **Physical Demands & Working Conditions**

- Physical ability to lift 50 pounds, sit, stand, bend, reach, and perform cleaning duties.
- Working conditions will range depending on specific duties between outdoor in calm weather or weather extremes (such as freezing temperatures, heavy rain and wind) and indoor at a desk or chair.

### **To Apply**

Email resume and completed application form to Hood River Shelter Services at [director@hoodrivercares.org](mailto:director@hoodrivercares.org).

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## Job Application

### SHELTER OPERATIONS MANAGER

Name:

Date:

1. In one or two sentences, describe why you want to work in this position.
2. In one or two sentences, describe your biggest concern about working the position.
3. What special skills or background experience would you bring to working with a diverse homeless population?

4. Please circle days of the week you are available:

Mon

Tue

Wed

Thur

Fri

Sat

Sun