



Title: Shelter Manager  
Reports To: Director of Housing and Homeless Services  
FLSA Status: Exempt  
Classification: Full Time  
Location: Guerneville, CA  
Wage: \$66,600 annual salary

WCCS is a nonprofit organization whose mission is to provide temporary shelter for adult clients, access transitional resources to get clients into permanent housing, and advocate for the elimination of homelessness. Under the direct supervision of the Program Director, the Shelter Manager is responsible for scheduling, overseeing, and coordinating the activities of staff & volunteers during shelter operation.

### **Essential Functions**

- Create 24/7 shift schedule
- Schedule and supervise janitorial operations
- Develop agenda and conduct regular shelter staff meetings
- Conduct ongoing training for all direct service staff
- Interact with referral agencies and case managers as needed to ensure accountability and accuracy

- Communicate with the Program Director about the activities and needs of the shelter
- Ensure staff adheres WCCS and Shelter policy and procedure
- Transport food and supplies to and from shelter
- Complete and enter intake data into HMIS System
- Run HMIS reports and fix data issues as often as necessary (at least monthly) to ensure accurate reports to funders
- Ensure the safe function of the shelter

### **Duties and Responsibilities**

- Develop and maintain positive relationships with clients, staff, and collaborating agencies
- Refer clients as appropriate to services and agencies to get them document ready for housing and/or jobs as well as other services to meet their health and safety needs
- Respond to requests for information via phone, mail, and e-mail in a timely manner
- Maintain client files, including protecting PII
- Work with contractors for scheduling of service delivery to clients

### **Knowledge Skills and Abilities**

- Ability to multitask
- Proficient at handling difficult situations with grace
- Possess sensitivity to the issues of homelessness, substance abuse and mental/physical handicaps
- Effective communication skills; able to speak clearly; ability to efficiently document shelter activities, incidents and reports
- Ability to both take direction and to work autonomously
- Experience in crisis intervention; ability to remain calm in a crisis
- Willingness and desire to be cooperative, friendly, and helpful with Shelter residents and volunteers

- Solid computer skills
- Ability to thrive in a flexible, fast-paced environment, while maintaining a sense of humor with a positive, solution-oriented approach
- Willingness and ability to enforce behavioral guidelines and motivate resident participation in the functioning of the shelter
- Provide a supportive presence
- Capacity and willingness to work as a team member and support the mission and goals of the Program and agency
- Ability to multi-task
- Maintain accurate and current client files and records as requested
- Responsible for the maintenance and protection of a safe and healthy program environment

**Minimum Requirements:**

- At least 3 years of experience working in shelter management including successfully managing and coaching staff preferred
- Knowledge of social services and social repercussions relating to homelessness
- Possess crisis intervention and crisis assessment skills
- Current driver's license with acceptable driving record and current insurance
- Excellent written & oral communication skills
- Strong organizational skills and attention to detail

The above is intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

**Americans with Disabilities Act**

WCCS has pledged to ensure that employees and applicants have equal access to job opportunities, will not be discriminated against based on having an actual or perceived disability, and will have the same opportunity for employment, promotions, and transfers as those individuals who do not have disabilities. WCCS complies with requests for accommodations under the Americans with Disability Act, including the Amendments Act.

### **Physical Requirements**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions of this position.

Move, traverse - regularly moves about the properties on even and uneven ground to communicate and interact with tenants, clients, and staff

Communicate, exchange Information - must successfully partner with WCCS management and staff via phone, text, or email

Detect, identify - frequently reviews and researches program related topics via the internet

Strength - repetitive lifting, move/rearrange items up to 30 pounds

Stationary position - must be able to remain in a stationary position up to 25% of the time

Operate, draft/write, compile - consistently uses a computer and cell phone to communicate and submit reports

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*orientation, national origin, age, disability, HIV/AIDS status, veteran status, or any other legally protected.*