



Position Description: Shelter Supervisor (Part-time)

Organization

Founded in Little Rock in 1987, Our House empowers homeless and near-homeless families and individuals to succeed in the workforce, in school, and in life through hard work, wise decision-making, and active participation in the community. Each year, Our House serves over 1,800 unique clients including 1,200 adults and over 600 children. Our House benefits from more than 3,000 distinct volunteers contributing more than 24,000 hours of service each year; \$1.6 million worth of in-kind donations of good and services; and more than 200+ partnering organizations. The diverse workforce that makes up the 80+ person team at Our House includes salaried and hourly staff, AmeriCorps and VISTA national service members, interns and resident job trainees. Our House operates on a budget of approximately \$3 million per year. Over the last decade, Our House has experienced tremendous growth, with an operating budget that has quintupled in size since 2007 and a campus expansion that has included \$10 million in capital investment. For more information, please visit www.ourhouseshelter.org.

Corporate Culture

Our House has a uniquely positive and mission-focused corporate culture. Team members are encouraged and expected to take their positions seriously, work hard, work together, engage supporters wherever possible, and always remain focused on the Our House mission. Key characteristics of the corporate culture include a focus on problem-solving, capacity-building, thriftiness, and teamwork.

Position Description

Reporting to the Director of Housing, the Shelter Supervisor is the after-hours staff member on duty. It is the Shelter Supervisor's responsibility to oversee the entire campus and all people on the campus, including residents, volunteers, and visitors. If an incident occurs anywhere on the campus, the "go-to" person is the Shelter Supervisor, who is then responsible for handling the situation. This may include notifying outside agencies or other staff members or may include dealing with the situations him/herself. The Shelter Supervisor has significant supervisory and crisis management responsibilities and must maintain good work integrity, effective communication, and other areas as described below.

Responsibilities

- Supervises residents in the Housing Programs and all areas of the campus during shift.
- Notifies direct supervisor of any emergencies or conflicts that involve outside agencies.
- Ensures that residents participate in mandatory programs and refer Our House programs (Career Center classes, recovery meetings, drug testing, Children's Programs, CAFSI, etc.).
- On a regular and ongoing basis, communicates with shelter management team about residents' needs, evictions, shelter needs, ongoing issues or system changes: other shelter supervisors, case manager, and direct supervisor.

- Ensures that meals are prepared and served.
- Enforces all written shelter rules and additional Our House policies and procedures documenting any violations (through the “write-up” process).
- In the event of a resident/ and or Job Trainee receiving a fourth write up the supervisor who witnessed incident must monitor and enforce the eviction after contacting their direct supervisor.
- Assign chores after each meal.
- Monitors residents’ sobriety and reports and documents drug or alcohol related incidents with the write-up system.
- Ensures that all areas in and around the shelter are clean, organized and safe.
- Process work orders when there is a maintenance issue.
- Processes new intakes and exits of residents, including filling out all required paperwork.
- Greets and orients volunteers (including meal serving groups) to the facilities and to the needs that they are there to meet.
- Documents donations and volunteers using data collection system (contact info, what was given/volunteer project, date, value).
- Reports emergency situations immediately to direct supervisor and documents any incidents, emergencies and concerns from residents, donors or volunteers (examples of incidents include any time outside agencies—police, DHS—are involved in occurrences at Our House or physical violence or threats are made).
- De-escalates conflict situations
- To ensure safety, intervention when dealing with crisis situations or emergencies
- Attends all mandatory bi-weekly staff meetings prepared and on time
- Must follow all policies and procedures concerning residents, staff and volunteers and donors
- Must dress and act professionally at all times
- Other duties as assigned.

Qualifications

The Shelter Supervisor will be thoroughly committed to Our House’s mission. All candidates should have the following qualifications and experience:

- Supervisory experience
 - At least 2-3 years working in a program or organization serving high-risk individuals
 - High school diploma is required
 - Conflict resolution and crisis management experience
 - Strong written and verbal communication skills
 - Action-oriented, entrepreneurial, adaptable, and innovative.
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- Ability to work effectively in collaboration with diverse groups of people.
- Passion, idealism, integrity, positive attitude, mission-driven, and self-directed.

Other Requirements

- Must possess a valid driver's license and vehicle to use in performance of job.
- Must be able to pass criminal background and child and adult maltreatment screens and a pre-employment drug screen.
- Must be able to lift 40 lbs.

Salary and Benefits

- This is a part time, hourly position.
- Benefits include employee health insurance (paid by Our House) and optional dental, vision, and life insurance (paid by employee). Benefits become available after 60 days of employment.
- 6 days of annual leave per year including a "birthday holiday".
- 7 days additional leave for illness/"requirements of life"

Our House is an equal opportunity employer.

Our House is a drug-free workplace.