

CATHOLIC SOCIAL SERVICES JOB DESCRIPTION

TITLE: Shift Supervisor
PROGRAM: Brother Francis Shelter/Anchorage
STATUS: Full-time / hourly / non-exempt
SUPERVISED BY: Program Manager

JOB SUMMARY: This position is responsible for the general welfare and safety of all shelter guests and monitors during shift. This position is also responsible for the supervision of up to eight (8) persons.

QUALIFICATIONS:

Personal: Must have demonstrated maturity, dependability and ability to handle crisis situations with minimum supervision. Must be able to maintain program/guest/agency confidentiality, and treat each individual with dignity and respect. Must be able to cover any shift. Ability to relate to other employees, guests and general public. Flexibility to deal effectively with a variety of people, situations, problems and changes. Serve as a role model for subordinates and encourage productivity by actions.

Education/Experience: High school diploma

OR

GED or willingness to obtain. Life experience may be substituted.

Preferred: Two years work experience, involvement with, and/or knowledge of, the homeless population. Prior supervisory experience beneficial.

Skills: Ability to set and observe appropriate personal limits and boundaries, especially with respect to shelter guests. Must be able to receive direction and supervision from Shelter Manager. Ability to complete paperwork thoroughly and accurately. Must possess good skills for conflict resolution and be able to insure a positive and harmonious atmosphere in the Shelter. Must be able to act effectively in crowded and stressful situations.

Physical Requirements: Ability to lift 50 lbs.

Training Requirements: Agency and department orientation; 1st aid/CPR; de-escalation techniques; blood borne pathogens.

RESPONSIBILITIES:

1. Adhere to Brother Francis Shelter program mission.
2. Adhere to Catholic Social Services policies and procedures.
3. Provide for the general welfare and safety of shelter guests and staff. Crisis intervention and referrals when necessary.
4. Assign monitors to duty position in shelter. Complete routine guest and building security checks, including John Franklin House and Bean's Café area.

5. Complete probationary and annual performance reviews for submittal to Shelter Manager and Director.
6. Treat all guests and fellow employees with dignity and respect.
7. Attend all staff meetings and in service training as required
8. Take nightly head count of all guests in shelter.
9. Record incidents, CSP activity and/or guest grievances in Supervisor's Log.
10. Report all incidents or grievances to Shelter Manager or Director.
11. Make sure all necessary information is passed to shift monitors from Administrative meetings.
12. Assist Caseworkers with 30 day policy and registration cards.
13. Train volunteers and shift monitors in all aspects of job duties.
14. Inspect cleaning chores and report facility needed repairs or supplies to Jobs Program Manager.
15. Oversee input into computer of guest names each night.
16. Assign special work related projects to shift monitor 3, 2, 1 staff as needed.
17. Responsible for interviewing, hiring, and training temporary monitors.
18. Recommend to Shelter Manager changes to BFS guest forms, files, policies, procedures, etc.
19. Oversee Monitors to assure that they are meeting their goals in the In-House Program.
20. Complete reporting of Monitors progress to Shelter Manager or Program Director.
21. Has authority to remove in-house workers from duty for infractions/violations of policies or for judgmental reasons.
22. Other duties as assigned.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____