



Men's Shelter Manager

To extend the love of Christ to our neighbors in need by providing food, shelter, and a connection to support services.

Reports to: Chief Operating Officer

Status: FT/Exempt

Department: Men's Ministry

Date: December 2020

Transforming Lives, Transforming Communities

SUMMARY OF POSITION:

This position is responsible for overseeing the day-to-day operations of the Men's Shelter and directly manages the Guest Relations team, the Guest Advocates team and select volunteers. The Men's Shelter Manager contributes to the strategic planning for the ministry, including developing programs, team training, or outreach that aligns with the strategic plan. The Men's Shelter Manager works in collaboration with and assists the COO in the provision of quality service to the homeless population and those at risk of homelessness.

DUTIES AND RESPONSIBILITIES:

- Uphold, promote, and encourage, in word and deed, desired organization culture and values; purposefully seek to establish and maintain a culture that affirms and advances and 'Bible-above' approach through: 1) **Recovery** – Leaving destructive lifestyles behind; 2) **Renewal** – Turning to Jesus for a brand-new life; 3) **Restoration** – Becoming whole again; 4) **Re-Engagement** – Flourishing in the community.
- Uphold and champion the mission, vision, and values of LPCM; collaborate supportively with leadership and colleagues
- Directs the activities and programs of the shelter within established policies and procedures. Maintains the quality of the shelter program.
- Recognizes ongoing needs of people experiencing homelessness; in concert with Guest Relations team, Guest Advocates team and the leadership team. Develops and implements programming to meet those needs.
- Fosters a work environment of high ethical and service standards, professional competence, sensitivity to low income individuals, and the overall team engagement.
- Ensures a safe, supportive environment in which guests are treated with respect and courtesy in line with trauma informed care while assisting them in working toward mastering the skills necessary to live independently.
- Ensure guest confidentiality.
- Supervising and delegating tasks to guests and offering encouragement, modeling, and training when needed.
- Documents pertinent actions, conversations, and events on each guest's record that facilitates progress toward goal attainment.
- Maintain complete and accurate notes in HMIS/Mission Tracker systems prior to the end of each shift.
- Maintain complete and organized files. Close out files regularly.
- Provide a "listening" ear for guests and facilitating conflict resolution; providing emergency intervention, documenting disruptive behavior or incidents involving police and/or emergency personnel on an Incident Report Form.

- Will participate in relevant guest Accountability Team Meetings.
- Analyzes reports on shelter statistics, providing input and insight.
- Demonstrate leadership by promoting an environment of authentic, transparent communication, inclusive planning and shared vision.
- Communicate verbally and through documentation, or email with team members and leadership to provide appropriate updates, identify issues related to program operations, areas of concern and suggestions for necessary improvement.
- Contribute to agenda facilitation of team meetings for all shelter employees.
- Develops and manages budget expenses. As well as:
 - Reviews and authorizes expenditures in relation to the operation of the Men's Ministry
 - Maintain petty cash account and completing petty cash forms; submitting receipts and forms to the Business Manager monthly.
- Prepares and files reports of accidents and injuries. Works with the Business Manager for any claims of work-related illness or injury.
- Maintain records such as team time sheets, monthly schedule, volunteer shift logs. Approving team timesheets in payroll system, making sure overtime hours are monitored and controlled.
- Documenting team issues, ongoing performance evaluations, and annual performance reviews.
- Filing and maintaining a supply of program forms for team use.
- Attends team, board and committee meetings as requested.
- Represents LPCM in a positive and professional manner to guests, guest's families, external organizations and community partners.
- Perform other duties as assigned

SKILLS AND QUALIFICATIONS:

- Ministry minded with the passionate belief and commitment to invest in individuals, demonstrating Christ's love and grace through relationship healing and practical assistance
- Grounded in the Christian faith as a mature, active member of the body of Christ; solid knowledge of God's word
- Grace/truth/accountability oriented
- Excellent team-builder and leader, able to grow and develop staff to enhance strengths individually and as a team.
- Strong interpersonal skills, able to listen and guide according to biblical principles and individual needs. Effectively and practically communicate and counsel according to Biblical concepts of grace and truth.
- Exercise sound judgment demonstrating proficiency in analysis, problem solving, mediation and conflict resolution.
- Strong program development skills, able to grow and improve program in alignment with core values and contribute and thrive in a change environment.
- Good writing and teaching skills.
- Knowledge of and experience in the professional community with the ability to effectively interface and establish relationships to create appropriate community relations with similar agencies, other human resource organizations and legal organizations within the community.
- Ability to handle multiple tasks simultaneously while achieving program outcomes and meeting deadlines.
- Insightful, trustworthy, honest and perceptive.
- Excellent organization skills with regard to people and information.
- Computer literate, knowledgeable in word, excel, database management systems and internet.
- Knowledge and experience in drug and alcohol addiction and recovery, mental health issues, co-occurring disorders, and poverty (physical, emotional, spiritual).
- Valid Pennsylvania state driver's license; driving record acceptable to insurance carrier.
- CPR and First Aid certified.

WORKING CONDITIONS/PHYSICAL FACTORS:

