



## thePLACE

### JOB DESCRIPTION

<b>Job Title:</b>	<b>Shelter Supervisor</b>
<b>Location:</b>	Shelter
<b>Department:</b>	40 - Shelter
<b>Reports to:</b>	Shelter Manager
<b>Supervises:</b>	Shelter staff
<b>FLSA Status:</b>	<input type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt

### JOB SUMMARY

The PLACE is looking for a flexible supervisor to work in partnership with organizational leadership to provide direct care, case management, and other services designed to end youth homelessness in Colorado Springs. **The Shelter Supervisor** will foster a trauma-informed work environment of dignity, respect, and caring. The person in this position will be based out of The PLACE's 20-bed shelter, serving youth ages 15-20.

Under the leadership of the Shelter Manager, the Shelter Supervisor will be responsible for maintaining a standard of excellence within the shelter facility and its programs. The Shelter Supervisor oversees the shelter environment and the direct care staff during evening and weekend shifts. Additionally, the position acts as back up to the Shelter Manager who leads the shelter team, shelter volunteers, and youth in residence.

The Shelter Supervisor will provide continuity in data collection, data entry, emergency response, meal planning, staff scheduling, and maintenance of a safe and positive shelter environment. The person in this position will ensure that interactions, interventions, and environments at The PLACE are trauma-informed and emphasize the physical and emotional safety of youth, volunteers, and staff.

### JOB DUTIES

*The job duties of this position are performed personally, in cooperation with your manager, and/or in coordination with other staff. Additional work functions and duties may be assigned.*

#### **Essential Functions**

- Provides support in the coordination of resources (basic needs, vital records, legal assistance, mental health support, and other vital services) with direct care staff to ensure that youth have the assistance they need to exit homelessness.
- Develops and coaches direct care staff in their roles, responsibilities, and skills to ensure collaboration across program areas, and to ensure that high quality support services are provided.
- Provides operational management for the shelter, working closely with the Shelter Manager on day-to-day logistics, data collection, and reporting.
- Responds to youth complaints in a respectful, strength-based and professional way.
- Provides intake and assessment support and ensures all intake services, screenings, phone calls, referrals, and other services required as per program standards are completed through oversight.

- Demonstrates leadership in promoting Justice, Equity, Diversity & Inclusion and supports its organizational goals and initiatives.
- Ensures that youth data is entered accurately and in a timely manner by all shelter staff during scheduled shifts.
- Responsible for the health and safety of youth and staff while on shift, including ensuring that the milieu is managed using a trauma-informed approach.
- Supports the shelter manager in identifying and developing programming and training for staff in the areas of building healthy relationships, trauma-informed care, and positive youth development.
- Provides appropriate crisis intervention, phone counseling, and ongoing support for youth, staff, and volunteers.

## QUALIFICATIONS

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### Minimum Qualifications:

- A Bachelor's degree from an accredited college or university with a major in behavioral science, human services or related fields, and three (3) years' experience in working with youth – with at least two years of which were staff supervisory,
  - **OR** at least five (5) years of full-time experience working with homeless or runaway youth;
  - **OR** an equivalent combination of education, management, and at-risk youth experience.
- Minimum two years of experience in a management/supervisory role.
- Computer proficient with experience working in Microsoft applications (e.g., Outlook, Word, PowerPoint, and Excel).
- QMAP certified or eligible for QMAP certification.
- Insurable as a driver on The PLACE's auto liability policy to transport youth (and carry required minimum insurance of \$50,000/\$100,000/\$50,000).
- Must pass both federal and state background checks.
- Must pass pre-employment TB screening.

### Preferred:

- Master's degree in related area preferred.
- Supervision and management experience in social work field/shelter setting.
- Ability to speak Spanish.

### Knowledge, Skills, and Abilities:

- Ability to connect well, work effectively, and communicate in a culturally responsive manner with a diverse and sometimes resistant youth population.
- Ability and desire to work in a crisis intervention agency.
- Ability to understand the complex intersecting issues of mental health, substance health, and trauma that impact youth and young adults experiencing homelessness.
- Ability to handle multiple tasks and to assess and change priorities based upon Agency and client needs.
- Ability to model and provide trauma informed solutions.
- Ability to collect and maintain accurate and thorough client files and HMIS database.
- Skill in oral and written communications.
- Skill in negotiating and mediating, particularly in sensitive situations.
- Ability to make sound decisions using available information while maintaining confidentiality.
- Ability to function as a member of an interdisciplinary team and work with collaborating agencies.
- Ability to consistently exercise discretion, independent judgment and set clear and appropriate boundaries with youth.
- Is team-oriented and able to coordinate with various departments and staff.
- Understand the provision of and commitment to trauma informed care and positive youth development

## **PROFESSIONAL PERFORMANCE**

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- Adhere to all Personnel Policies and Procedures for the Agency
- Maintain professional standards of performance, demeanor, and appearance at all times; act as a “role model” both at and away from the Agency
- Maintain a creative, team-building approach to job performance and seek to bring a constructive, problem solving orientation to all tasks
- Performs all tasks and responsibilities with attention to detail and in a complete and timely manner, complying with agency policies and standards and conforming to the scheduling requirements of the job and program
- Maintain an awareness of the agency’s mission and work to promote the positive individual and social change goals it embodies
- Exercise discretion and professional judgment at all times keeping with the responsibilities carried personally and by the agency for the care and welfare of the clients; act with honesty and integrity in all aspects of Agency business
- Actively strive to upgrade professional skills through engaging in appropriate professional training and experience
- Actively strive to create and maintain a culturally sensitive, trauma informed and appropriate environment through communication and interaction that demonstrates respect for diversity; while promoting the philosophy of trauma informed care in interactions with youth, staff and individuals both internally and externally
- Support positive youth development and youth involvement in decision-making processes

## **PHYSICAL REQUIREMENTS**

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- Employee frequently is required to sit. Employee is frequently required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and occasionally stoop, kneel, or crouch
- Requires manual and finger dexterity and eye-hand coordination
- Able to speak and write the English language in an understandable manner
- Requires the ability to use department equipment, such as telephones, personal computers, adding machines, copiers, fax machines, etc. Position requires frequent use of computer and phone
- Able to hear well enough to communicate with employees and others
- Able to support youth and staff at various locations
- Able to be on feet and mobile up to 10 hours per day
- Able to lift up to 50 lbs

## **WORK ENVIRONMENT**

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Because of The PLACE’s unique function in the community working with vulnerable youth who have experienced trauma including homelessness, the young people with whom we work at times exhibit behavior challenging adult authority. Employees in this position may at time be subject to work areas that could include physical conditions such as inclement weather or temperature extremes, sharps, drugs and paraphernalia, and interpersonal contact from non-employees that include sexual innuendo and raw, abusive or threatening language. Employees in this position may be subject to long hours on their feet in a shelter environment. Employees must be comfortable providing safer sex supplies and bleach kits to youth.

The PLACE provides personal protective equipment (PPE) and safety training to prepare and protect The PLACE employees in these uncontrolled environments. Compliance with safety protocol is required, which may include the use of PPE, involvement of law enforcement, and/or enactment of emergency protocols, detailed in The PLACE’s Emergency Operations Plan.

**ACKNOWLEDGEMENT**

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This job description is intended to describe the general nature and level of work performed. It is not intended to be a complete list of all responsibilities, duties and skills required of employees performing this job. Furthermore, this job description does not establish a contract of employment. The PLACE may change job descriptions at any time, with or without notice as service needs require.

I have read and understand this job description.

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Employee Signature

Date