



## MY SISTER'S PLACE SHELTER MANAGER JOB DESCRIPTION

### ABOUT US

My Sister's Place is a non-profit Christian based organization that opens its doors with love to provide safe shelter, nourishing food, a nurturing environment and resources for women and their children who are experiencing homelessness. All employees recognize that we are a Christian ministry and agree that they will do nothing as an employee of My Sister's Place to undermine its mission.

### THE JOB

Reporting to the Executive Director, the Shelter Manager is a full-time exempt position responsible for the shelter and transitional housing operations including their related staff and volunteers. The shelter can house up to 18 women and children at a time and three transitional housing units are available. Staff includes five shelter advocates who provide overnight supervision, a shelter specialist, a case manager, and various volunteers who are sourced through our Volunteer Coordinator.

### Specific Responsibilities include:

Responsibilities of the Shelter Manager include but are not limited to:

#### Staff –

- Leading assigned staff and volunteers to provide a high-performing culture in accord with My Sister's Place core values and ethics; and,
- Hiring, performance management and retention are the manager's responsibility in close consultation with the Executive Director.

#### Residents (Oversight Role) -

- Interviewing and selecting for stay shelter and transitional housing residents according to My Sister's Place eligibility criteria;
- Completing assessments, budgets and other tools with residents upon arrival and monthly thereafter while in residence to determine their needs and progress towards achieving housing independence;
- Encouraging residents to develop and strengthen their relationship with Jesus;
- Coaching and counseling residents including identifying and sharing external resources according to their needs;
- Providing case management and assistance to secure stable permanent housing;
- Coordinating with other service agencies and providers to fill gaps in My Sister's Place capabilities to deliver the best support and care for residents;
- Ensuring residents comply with program guidelines; and,
- Ensuring the shelter is always a clean, welcoming and safe environment that clearly communicates God's love and care.



Administration -

- Ensuring compliance with all policies, procedures, regulations and security measures;
- Maintaining accurate records to ensure accurate data collection and reporting;
- Completing and submitting reports specific to shelter services;
- Recommending and implementing improvements regarding resident care and development as well as facility quality;
- Ensuring the shelter and transitional housing facilities are maintained in excellent condition and equipment is functioning well. Maintenance requiring significant expense must be approved by the Executive Director;
- Maintaining the fiscal integrity and Godly stewardship of My Sister's Place by ensuring sound financial practices for the shelter and transitional housing units and within budgetary boundaries;
- Ensuring timely communication and coordination with the Executive Director regarding plans, needs and significant incidents; and
- Representing My Sister's Place in the community in accordance with its mission. Shelter Manager must work with the Executive Director regarding any formal public appearance and/or media request.

Other duties may be assigned from time to time.

**QUALIFICATIONS** – these are minimal qualifications which may be interchanged for other, stronger experience and training.

- Undergraduate degree in social work or related field;
- 5 years of experience in related shelter, homeless advocacy, women's ministry, etc.;
- 2 years of experience supervising others; and,
- A healthy, growing relationship with Jesus.

**STARTING RATE OF PAY:** \_\_\_\_\_

**HIRE DATE:** \_\_\_\_\_

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date