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OPEN: July 29, 2008
Job Title: **Shelter Supervisor**
Salary: \$25,727-\$30,742 per year depending on qualifications
Supervised by: Project Manager
Hours: Full-time, Exempt, (37.5 hours per week)

JOB DEFINITION:

The Shift Supervisor is a member of a multi-disciplinary team responsible for ensuring the safe and orderly operations of the DESC Shelter providing services to homeless clients.

MAJOR DUTIES AND RESPONSIBILITIES

- Maintain order and communication/enforce agency rules and policies.
- Take responsibility for decision-making in crisis situations, including calling police and other emergency services.
- Provide orientation and training for new staff.
- Ensure the registration of clients and documentation of services provided during shift are carried out in accordance with established procedures.
- Ensure adequate logging of activities/concerns during shift.
- Conduct regular supervision with each team member and document in accordance with agency policies.
- Communicate with the Shelter Project Manager in a timely fashion regarding staff performance issues.
- Conduct job performance evaluations for each team member in accordance with agency policies.
- Assume on-call supervisor responsibilities as scheduled.
- Coordinate assessment and referral of clients from shift staff to specialized program staff or to outside services.
- Brief staff regarding significant occurrences, potential problems and client needs.
- Assign staff to areas of responsibility, including specific tasks and monitoring of facilities.
- Ensure continuous coverage of all areas of shelter during shift, and that all responsibilities of shift counselors are fulfilled.
- Ensure that shift duties are completed.
- Coordinate screening and acceptance of referrals from various sources. Ensure that client-staging operation is handled efficiently and consistently.
- Coordinate shift participation in the preparation, organization, serving and cleanup of any meal service scheduled during the shift.
- Coordinate program activities and services that occur during shift.
- Coordinate recruitment and supervision of client volunteers needed during shift.
- Coordinate supervision and support of community volunteers who volunteer during shift.
- Work with Shelter Project Manager to ensure coordination between shifts, off-site shelter locations and other DESC programs.
- Actively participate in staff meetings and in-service trainings.
- Other duties as assigned.

MINIMUM QUALIFICATIONS

- BA in social/human services, work with the homeless population, crisis management and minimum of one-year supervisory experience in social services are preferable.
- Demonstrated leadership qualities.
- Ability to communicate and work effectively with staff from various backgrounds and disciplines.
- Ability to work effectively with clients displaying a wide range of unpleasant and/or bizarre behavior.
- Subscribe to the philosophy of cooperation and continuity across programs and of consideration and respect for clients.



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APPLICATION PROCEDURE

Submit a Cover Letter and Resume to: DESC-SS, ATTN: Human Resources, 515 3rd Avenue, Seattle, WA 98104, or email in Word document to hr@desc.org, or fax to – (206) 515-1501

The Downtown Emergency Service Center is committed to diversity in the workplace, and promotes equal employment opportunities for all staff members and applicants. The Agency will not discriminate against any employee or applicant for employment on the basis of race, creed, color, sex, sexual orientation, age, national origin, marital status, or the presence of any sensory, mental or physical disability in any employment practice, unless based on a bona fide occupational qualification. Women and minorities are encouraged to apply.