



## **DESC Job Description -**

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OPEN: June 17, 2009  
Job Title: **Shelter Supervisor**  
Union Status: Eligible for SEIU1199  
Salary: \$26,327 - \$31,342 per year depending on qualifications  
Supervised by: Project Manager  
Hours: Full-time, Exempt, (37.5 hours per week) Swing Shift

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### **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.

### **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](mailto:hr@desc.org), or fax to – (206) 515-1501**

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