



Position Title: Men's Desk Supervisor

Reports to: Manager of Samaritan Care

FLSA Status: Nonexempt, Hourly

Job Type: Full-Time, 2nd Shift

Compensation: \$15.00/hr

Work Week: 40 hrs., 2nd Shift, Weekdays: 3:00 p.m. – 11:00 p.m.

Job Summary

Reporting to the Men's Ministry Coordinator, the Men's Desk Supervisor is responsible for providing front-line services to guests of the Samaritan Care Emergency Shelter. The Men's Desk Supervisor remains awake and available as a resource to guests throughout the night, orients new individuals to the shelter, mediates interpersonal conflict, and productively addresses problems if they arise.

This role will also provide support for the residents of the New Life Program for men.

Responsibilities

Essential Functions:

Samaritan Care Shelter

- Create a welcoming environment for new and returning shelter guests, including greeting guests as they enter, orienting new guests to the shelter, and answering questions.
- Complete shelter intake and exit interviews: professionally and accurately documenting guest information into a database and orienting new guests to shelter policies and procedures.
- Provide shelter guests with referrals to and information about social services, housing, and other programs and resources.
- Issue appropriate and respectful announcements to shelter guests.
- Maintain thorough and timely rosters of shelter guests.
- Conduct breathalyzers and drug screenings.
- Monitor all areas of the Mission, including sleeping areas and restrooms, periodically throughout the evening.
- Attend and participate productively in team meetings.
- Treat shelter guests with respect and professionalism by practicing active listening, preserving guest confidentiality, and maintaining patience in difficult situations.
- Engage in proactive and creative problem solving to maintain a safe environment.
- Maintain thorough and timely documentation of incidents, guest situations, and services provided, in keeping with program guidelines.

- Work individually and as a member of the shelter team to engage in effective de-escalation.
- Work effectively as a member of the shelter team, including maintaining open lines of communication, consulting about guest needs or situations, cooperating to complete tasks, and engaging in shared decision-making, as appropriate.

New Life Program

- Conduct resident intake and exit interviews: professionally and accurately documenting resident information into a database and orienting new residents to the Mission's policies and procedures.
- Maintain thorough and timely rosters of residents.
- Maintain schedule of resident appointments.
- Assist residents with medication needs.
- Conduct resident dormitory and room inspections.
- Assign and monitor resident chore assignments.

Non-Essential Functions:

Marginal duties as assigned.

Education & Experience

High School diploma or GED and minimum of one year experience in recovery work.

Desire to work with people experiencing homelessness, including those with mental illness and/or chemical dependency.

Skills & Abilities

- Ability to work all shifts including weekends and holidays.
- Ability and willingness to work effectively and professionally with guests displaying a wide range of challenging, unpleasant, and/or unusual behavior.
- Basic computer skills, including proficiency with Microsoft Office; Word, Excel, PowerPoint.
- Detail oriented; demonstrating accuracy working with data entry.
- Excellent interpersonal, organizational, and problem-solving skills.
- Possess strong verbal and written communication skills.
- Ability to compose thorough and accurate incident reports and other documentation.
- Capable of exercising sound judgment and comfortable in asking questions, when necessary, in order to maintain the integrity of the department.
- Ability to take responsibility, to work well as a team member, and to work independently without supervision within the scope of normal duties and responsibilities.
- Adaptable and flexible to situations and priorities.

- Personal qualities of maturity, humility, strong work ethic, and a roll-up-my-sleeves attitude.
- Willingness to further education through training and certification, including a Certified Alcohol Counselor (CAC) certification.
- Demonstrated experience with and sensitivity to varying cultural, ethnic, and social background, values, and attitudes.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is primarily sedentary, sitting for long periods of time and is regularly required to stand, walk, use hands to finger, handle, or feel, and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to climb or balance, stoop, kneel, crouch, or crawl, and taste or smell.

The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 45 pounds and occasionally lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Contact with computer screen for long periods of time is required.

Other

Works primarily out of the main campus in the Shelter.

Benefits

Full-time employees after 90 days receive:

- 401(k) with generous 5% company match
- Dental and basic life insurance
- Short- and long-term disability
- Paid sick and personal days
- Paid holidays (10)

Other full-time employee benefits include:

- Health insurance
- Paid vacation days
- 30-minute paid lunch
- Free on-campus lunch