

Yamhill Community Action Partnership Job Description

POSITION TITLE: Shelter Resident Manager
RESPONSIBLE TO: Adult and Youth Services Manager

RESPONSIBLE FOR:

The Shelter Resident Manager position is a part-time position that provides management and oversight of YCAP family homeless shelters. This position is responsible for overseeing the maintenance and rules of the shelter and other needs as assigned. The Shelter Resident Manager is provided with a private room (suitable for one individual) and utilities in addition to a monthly stipend and is expected to reside at the shelter. Duties are expected to require ten to fifteen hours per week.

DUTIES:

1. Create a positive team atmosphere providing quality service to clients, staff and volunteers through active listening, positive problem solving, and timely responses.
2. Ensure safety of resident families. Enforce all rules and regulations, model expected behavior, document infractions, discuss issues with clients and case managers.
3. Maintain shelters including assigning daily weekly household chores, overseeing shelter appearance, reporting needed supplies or building repairs to Client Services Manager.
4. Orient families on arrival, conduct daily walk-through and curfew checks, complete move-in/out checklist.
5. Complete all records, paperwork, delivery orders, incident reports or other paperwork on time to Client Services Lead Case Manager or Case Manager.
6. Attend meetings with Client Services Staff as needed to ensure safe operation of shelter.
7. Other duties as assigned.

KNOWLEDGE, SKILLS, & ABILITIES

Ability to maintain confidentiality in client issues.

Ability to work with diverse people, organizations and situations.

Ability to work a flexible schedule.

Ability to work with low-income or homeless persons.

Skill in handling stressful or hostile situations under pressure.

Skill in oral and written communications.