

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, non-exempt position that provides oversight of YCAP family homeless shelters. This position is responsible for overseeing the maintenance and enforcing the rules of the shelter and performing other duties as assigned. The Shelter Resident Manager is required to reside full-time at the shelter. The Shelter Resident Manager is provided with a private room (suitable for one individual) and utilities in addition to a regular salary based on a fifteen hour work week. Duties are expected to require fifteen hours per week. Management approval is required to work more than fifteen hours in a work 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. Set and maintain regular office hours. Office hours should be set at times which provide optimum support to clients.
4. Exhibit excellent understanding and demonstrated competence of the Shelter Resident Handbook and Resident Manager Guidebook
5. Maintain shelters, including assigning daily and weekly household chores, overseeing shelter appearance and reporting needed supplies or building repairs to Client Services Manager. Maintain a detailed shelter supply inventory.
6. Orient families on arrival; conduct daily walk-throughs; conduct chore check at 9 a.m. each morning; conduct curfew check at 10 p.m. each evening; and complete detailed and thorough move-in/out inspections.
7. Responsible for contacting appropriate authorities in emergency situations and immediate notification of supervisor in emergency situations.
8. Complete all records, paperwork, delivery orders, incident reports or other paperwork on time and provide to Client Services Coordinator.
9. Attend meetings with Client Services Staff as needed to ensure safe operation of shelter. Timely, direct, communication with CS staff is required.
10. Occasional upkeep and maintenance of shelter property will be required.
11. 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.