

EL Paso Center for Children

Shelter Supervisor Job Description

Summary

The Shelter Supervisor serves as a day-to-day manager of program operations as directed by the Shelter Program Director, and is accountable to him/her for overall performance. The Shelter Supervisor is an operations manager with supervisory authority and responsibility for managing and monitoring the performance of subordinates. This position, as with all positions in a licensed operation, is responsible for compliance with licensing standards. This position is also expected to prepare for and test for GRO licensure within 12 months, if not already licensed.

Responsibilities

1. Becomes expert in GRO licensing standards and prepares to take GRO examination. Takes the lead on compliance reviews.
2. Becomes expert in the Council on Accreditation standards and participates in all continuous quality improvement activities.
3. Supervises, corrects, and coaches employees. If eligible, may supervise interns.
4. Screen arrivals/referrals for placement, following guidelines, exercising good judgment, and making placement decisions.
5. Work collaboratively with on-site programs to understand needs of youth and assist in providing placements when needed.
6. Coaches and trains staff on behavior management techniques, crisis de-escalation, youth engagement, Motivational Interviewing and Seeking Safety, shelter operations, documentation, and other skills needed to work effectively in the shelter environment.
7. Maintains a high level of personal accountability, seeks opportunities to learn, welcomes opportunities to improve/correct performance/behavior, and demonstrates thoughtfulness in making suggestions to improve the quality of services.
8. Maintain extremely high standards and levels of attention to detail in licensing requirements and best practices, creating a welcoming and healthy youth development environment in the emergency shelter.
9. Be the in-house expert on Motivational Interviewing, the Seeking Safety curriculum, positive youth development, trauma-informed care, and key behavior management strategies and techniques for deescalating crises. Train staff on these principles/methods.
10. Conduct and train staff to conduct intakes, assessments, treatment/exit planning processes, and case management services.
11. Participate in multidisciplinary team meetings, working closely and cooperatively with CPS to ensure we are a viable and valuable partner in child protection.
12. Collaborate with foster care team, CPS, and families to work toward safe permanency for each youth.
13. Be expert in relationship development while being comfortable assertively coaching, correcting, supporting, motivating, and encouraging staff for compliance and excellent quality.
14. Remain calm in a crisis, offering support and reassurance to clients and staff during periods of high stress.
15. Manage, with the support of the Program Director, planned and unplanned site visits from licensing and contract monitors.

Competencies

Leadership – Is comfortable supervising and directing the work of others. Can lead by example; delegate responsibilities; accept responsibility for the work of others; engage in corrective action and coaching of employees.

Accountability—Is dedicated to meeting the expectations and requirements of funders, internal policies, and licensing standards

Strategic Agility – Sees ahead clearly; can anticipate future consequences and trends accurately; has broad knowledge and perspective; is future oriented; can articulately paint credible pictures and visions of possibilities and likelihoods.

Innovation Management – Has good judgment about which creative ideas and suggestions will work; can facilitate effective brainstorming; can project how potential ideas may play out; is good at bringing the creative ideas of others to the workplace.

Presentation Skills – Is effective in a variety of formal presentation settings; one-on-one, small and large groups, with peers, subordinates, and bosses.

Results/Outcome Orientation—Is motivated by results; can be counted on to meet and exceed goals successfully; bottom-line oriented; pushes self for results; sets clear objectives and measures, monitors process and progress.

Interpersonal Savvy—Relates well to all kinds of people; builds appropriate rapport; listens; builds constructive and effective relationships; uses diplomacy and tact; capable of diffusing difficult situations comfortably, constructively manages frustration.

Organizing—Can marshal resources to get things done; orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently.

Flexibility

- High degree of flexibility and commitment to changing schedules, must understand/accept that work schedule may change from time-to-time. Evening/weekend/holiday availability required. Participates in on-call rotation.
- The scope of work of this position is subject to change as needed to ensure the project's success and to meet funder requirements. Likewise, complementary changes may be made to projects or individual goals and expectations for employees based on agency/management strategic goals. This is a team project and team members are expected to be collegial, mutually supportive, and focused on excellent services to clients, fidelity to program models, and ethical provision of services.

Minimum Qualifications

- A Texas Child Care Administrator's License or eligibility to test for license per standards; and,
- A Bachelor's or Master's degree in Social Work or a related field from an accredited college or university; and/or other educational requirements as set by current licensing standards.
- Three years of supervisory experience in a general residential operation and/or with CPS conducting child-placing activities.
- Must be able to drive, sit, stand, walk, bend, lift up to 25 pounds, operate a computer, clearly communicate orally and in writing, listen to and interpret instructions.

Additional Requirements

- Excellent verbal and written communication skills.
- TB Test required.
- Reliable transportation and driver's license with insurance must be maintained.
- Fluent in English/Spanish.
- Character references are required.
- Annual criminal background check and child abuse registry checks required.
- Must be proficient in the use of standard computer software and interfaces.

Work Environment

Routine shelter/office environment, with regular requirements to travel to guests' schools, on outings, and to community events. Work hours and work location flexible to meet agency needs. Evening and weekend work and on-call work are common.

Receipt Date: _____

Employee

Program Director