



JOB DESCRIPTION

POSITION: Shelter Support Staff Supervisor	
SUPERVISOR: Asst. Director of Shelter Services	STATUS: Full time-32 hours, exempt
WORK SITE: Shelter Sites as Designated in Worc/So.Worc County	SCHEDULE: Sunday-Wednesday, 6pm-2am; On-call as required

BASIC FUNCTION:

Responsible for supervising the evening and weekend support staff team members to ensure the team is meeting all EOHLC contract requirements. The Supervisor ensures compliance with client documentation. They ensure all shelter families receive appropriate service coordination while upholding high standards of safety for all families served and staff alike.

Working along with Assistant Director of Shelter Services, provides support and supervision to the evening and weekend assigned team members. Work to coordinate and ensure family needs, such as intake and exit support, crisis intervention, emergency maintenance assessment of need and regular support and training for staff.

Complete and administer paperwork to EOHLC, the shelter families, and internal administration within timelines of contracting requirements and/or as necessity arises. Working closely with Assistant Director and Director of Shelter Services to be sure that all EOHLC health and safety requirements are being relayed and met accordingly, in the required timely fashion. Be actively part of the on-call leadership rotation.

Diversity is a core value at CMHA. We are passionate about building and sustaining an inclusive and equitable environment for all staff, vendors and people served. The Shelter Housing Services Assistant Director will possess these values.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Provide supervision and support for the evening and weekend shelter Support Staff team.
2. Interviewing, onboarding, supervising and training staff as needed.
3. Oversight of HMIS reporting system to be sure reports are done in a timely and appropriate manner.
4. Review and oversee that all intakes and exits of families are done safely and swiftly-reporting progress in a timely fashion to ensure that length of time unit space are offline is minimal.
5. Working closely with the Operations team assure files are completed and handed off to appropriate ongoing shelter support staff team members and supervisors.
6. Provide intervention in the event of a dispute or crisis.

7. Notify leadership team and proper authorities of any violence or threat to the health and safety of families in program or the neighbors of the facility.
8. Set an example for program families of responsibility and professionalism.
9. Interact with families in a respectful, supportive manner and encourage families to exercise good judgment while at the program and once in permanent housing.
10. Review system procedures according to agency-set guidelines to formulate and address changes needed to maintain quality standards.
11. Ability to maintain a good working relationship with all co-workers and the general public and to use good judgment in recognizing scope of authority.
12. Be part of the on-call leadership team as assigned.
13. Such additional duties as may be assigned.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job and may be updated from time to time.

QUALIFICATIONS:

- Bachelor's Degree in human services field or equivalent experience.
- Minimum of two years' experience working with homeless families.
- Minimum of two years supervisory experience.
- Strong ability to work with landlords and a driven understanding of leasing requirements.
- Strong knowledge of Microsoft Word, Excel, HMIS systems, and basic computer skills. Proficient typing skills preferable.
- Demonstrated experience working with state/federal contracts/programs preferred.
- Bilingual Haitian Creole/Spanish/Portuguese preferred.
- Ability to develop and learn new skills and prioritize work requirements.

Physical Requirements or Essential Abilities:

Valid driver's license and reliable vehicle required

CPR/First Aid Certification required

Ability to navigate stairs, drive and agency vehicle and execute housekeeping activities

All interested candidates, please forward resume and cover letter to Danielle Cutillo Dcutillo@cmhaonline.org and Bethzaida Rodriguez brodriguez@cmhaonline.org