



## ORGANIZATION DESCRIPTION

Samaritan House is a non-profit organization that provides services to help meet the essential daily needs of more than 12,000 low-income people per year within San Mateo County, California.

### OUR MISSION

To improve lives, promote self-sufficiency, and preserve dignity by providing supportive services for all members of our community in need.

### OUR VISION

A caring community helping neighbors in need.

### OUR VALUES

- We meet basic needs and encourage self-sufficiency.
- We practice dignity and respect in all of our actions.
- We are community-based and volunteer-driven.
- We leverage community resources for maximum effectiveness.
- We find and implement creative solutions for unique community needs.
- We provide our core services without a charge to our clients.

For additional information, please visit our website at <http://www.samaritanhouse.com>.

## POSITION SUMMARY

<b>Title:</b>	<b>Safe Harbor Shelter Operations Manager</b>
<b>Department:</b>	<b>Safe Harbor Shelter</b>
<b>Supervisor:</b>	<b>Shelter Director</b>
<b>Positions Supervised:</b>	<b>Client Services Representatives / Volunteers / In Take Coordinator</b>
<b>FLSA:</b>	<b>Full Time / Non-Exempt</b>

Under the general supervision of the Shelter Director, the Shelter Operations Manager is responsible for providing leadership to department employees, specifically the In Take Coordinator, Client Services Representatives & Volunteers. The incumbent develops, coordinates and implements strategic goals related to shelter operations and client care.

## ESSENTIAL FUNCTIONS OF THE POSITION

The Shelter Operations Manager will use a consistent and systematic set of methodologies to:

- Directly supervise, guide, evaluate, and counsel direct reports in the performance of their respective responsibilities within the organization.
- Provide for the professional growth of direct reports, maximizing their potential in their positions; researches training opportunities, and facilitates/conducts staff training.
- Work with the HR Manager to effectively administer policies and procedures related to personnel practices, motivational reviews, corrective actions and if needed termination procedures.
- Conduct interviews and new employee orientations with appropriate staff as needed.

- Create and evaluate programmatic goals and objectives with the Shelter director.
- Handle client concerns/issues with director input as needed.
- Actively support staff and volunteers.
- Promote the development of skills related to the advancement of our program goals and mission.
- Provide high-quality service to clients, volunteers, and staff recognizing their individual contribution to the success of our organization.
- Monitor programs to improve client care/evaluation and customer service.
- Stay abreast of industry trends; serve as a liaison with other shelter providers / organizations and attends appropriate meetings/trainings/events/functions to improve upon skills.
- Provide recommendations for policy/procedural changes for the department and ensure the implementation of those changes.
- Ensure adequate staffing; manage all staffing absences & coverage for direct reports. Provide solutions to staffing concerns and issues.
- Ensure compliance with all Federal, State and local sheltering requirements. (HIPAA, OSHA, etc.)
- Implements and monitors maintenance and cleaning protocols.
- Assists with the preparation of the departmental budget.
- Implements programs related to increasing revenue and reducing expenses.
- Meet regularly with the Director and other staff to discuss operations, keeping the director informed and allowing for director input related to shelter operations.
- Implements procedures and instruments for the collection and evaluation of data.
- Assists with development of necessary report(s), proposals and continuation documents.
- As needed assist in client case management.
- Communicate and provide recommendations for implementing changes to ensure that operational functions progress efficiently.
- Demonstrates and works within Samaritan House values in all dealings with Samaritan House constituents including but not limited to clients, staff, leadership team, etc.
- Represent the organization in a professional and courteous manner at all times.
- Attend meetings and trainings as required/requested.
- All other duties as assigned.

## QUALIFICATIONS

Bachelor's Degree preferred, two years previous shelter experience or equivalent work experience. Minimum two years of supervisory experience. Case management experience required. Minimum two years of working with the public and other community organizations. One year experience in the area of inter-agency collaboration.

NOTE: Experience may substitute for education on a year-for-year basis, if evaluated as equivalent.

### Skills / Background:

- Knowledge of the homeless population
- Strong Analytical skills
- Proven Writing skills
- Proven excellence in communication and conflict management skills
- Computer proficiency, especially MS Office; excellent database skills required
- Ability to problem solve in an effective, efficient and timely manner
- Excellent organizational and time-management skills
- Ability to prioritize multiple tasks and deadlines
- Ability to work both independently and collaboratively
- Ability to maintain composure in an often stressful and emotional work environment
- Ability to use sound judgment particularly in dealing with confidential information
- Effective record keeping ability

## WORKING ENVIRONMENT/MINIMUM PHYSICAL ACTIVITIES

Incumbent must have the physical, visual and auditory ability to perform the essential functions of the job and respond to emergencies with or without reasonable accommodations.

Activities may include, repetitive hand/arm motion, extended periods of standing or other physical activity depending on the wellness class being instructed by this position. Bending, pulling, pushing, lifting, carrying, reaching, sitting, and standing, occasionally. Must be able to lift 15 pounds.

Background checks will be performed prior to commencement of employment.

## APPLICATION

Samaritan House is an equal opportunity employer. Interested candidates should direct a letter of interest and résumé to:

Samaritan House  
4031 Pacific Blvd.  
San Mateo, CA 94403  
Via e-mail: [info@samaritanhouse.com](mailto:info@samaritanhouse.com)  
Via facsimile: (650) 589-6745  
No phone calls, please!