

Position Title: Shelter Day Center Manager

Reports to: Operations Director

Hours: Full Time Salaried Position, Mon. – Thurs. 5:15am -3:13pm

Salary and Benefits: \$48,000 - \$54,000, Health Benefits, Paid Vacation and EAP



The Mission Statement: To reflect the love of Christ to all who come through our doors by building relationships and offering programs that foster dignity and respect.

The Vision Statement: For those we serve, we will be a community that overcomes obstacles, celebrates transformation, and realizes the full potential of all as children of God.

Statement of Faith: Employees affirm and accept the ministry of Dégagé to be a faith-based organization founded on the message and love of Jesus Christ and further affirm the mission statement of Dégagé as stated above. Employees will be asked to sign a Statement of Faith at time of employment.

Core Values:

See the Divine Spark

Walk with

Make Order out of Chaos

Do what you say, say what you need

Embrace Learning

Niche:

To Empower Women to achieve and sustain housing in Grand Rapids

Summary of Responsibilities:

Oversee Safety Staff at Dégagé Ministries and facilitate a safe environment for the patrons, volunteers, staff, and community members of the ministry.

Qualifications:

- A commitment to Christ and to serving Christ through word and deed in an inner-city ministry setting.
- The ability to work, encourage, initiate, and motivate people from all areas of the social spectrum.
- A degree in social work, human services, or criminal justice preferred.
- 5 years or more experience in management, safety, or human services preferred.
- Possess the core values and core competencies as outlined above.
- Possess the ability and desire to be a team player working to fulfill the Mission of Dégagé.

Specific Responsibilities:

- Carry out the mission and vision of Dégagé Ministries in all safety practices, policies, and procedures.
- Supervise safety staff in all Dégagé buildings 24 hours a day, 4 days a week. Be on call and ready to cover shifts one weekend a month.
- Work with weekend Operations Manager and Operations Director to maintain safe and consistent safety practices across all buildings and shifts.
- Work with Assistant Safety and Community Center Manager to ensure there is a variety of activities and field trips for Community Center and Shelter guests each week.
- Work with community volunteers and partners to schedule and support weekly patron activities.
- Communicate with Community Engagement Director to ensure volunteers' needs are met.
- Facilitate monthly safety staff meetings to ensure that all safety staff are adhering to policies, procedures, best practices and have access to the training and support that they need.

- Conduct bi-weekly one on one meetings with all security staff to make sure they are meeting their goals and getting the wholistic support they need
- Check emails and debriefing logs daily for correspondence and suspensions and respond to emails within 24 hours.

Work with safety and other Dégagé Ministries staff to oversee patron suspensions. Work with other staff to support suspended patrons through Restorative Practices.

- Facilitate daily Restorative meetings and conferences.
- Attend monthly All Staff and Manager meetings.
- Create, monitor, and maintain a safe environment.
- Create, monitor, and maintain a clean environment inside and outside of all Dégagé buildings.
- Build strong relationships with patrons, build up pennies in their cups, and use Restorative Practices and Core Homelessness Training in all interactions with patrons. Help keep all safety and other Dégagé Ministries staff accountable for using RP and CH training in all interactions with patrons.
- Train and equip Safety staff and other staff to use Restorative Practices and Core Homelessness training.
- Complete training in de-escalation, CPR & First Aid, and CPI.
- Create and maintain monthly safety schedules.
- Fill in for safety shifts if coverage cannot be found.
- Review and approve safety payroll.
- Review and approve call ins and request for vacation for safety staff.
- Greet volunteers. Communicate with Security Guards before, during and after shifts when needed
- Provide allowance of job vouchers to safety staff
- Assist with cleaning, announcements, devotions, and prayer as needed.
- Lead circle practices with safety guards at meetings and whenever possible before or after shifts.
- Lead circles with patrons.
- Assist with waking up the ladies who are in shelter each morning.
- Keep SOPs updated for all Safety procedures
- Run bi-annual drills for fire, tornado, and active shooter scenarios.

Hold Safety Staff accountable to:

- Keep the ministry buildings safe.
 - Staying in assigned posts and conduct building and grounds supervision as assigned.
 - Upholding all the Standard Operating Procedures for Safety, the Community Center, and all other program areas.
 - Report all suspicious activity or safety incidents to appropriate staff.
 - Assist with donations/deliveries.
 - Call 911 and/or AMR when appropriate.
- This is an “at will” position. No length of tenure of employment is implied or stated.
 - Dégagé conducts pre-employment screening including a criminal background check and verification of work history.