



Weekend Shelter Manager Job Description

Dégagé Ministries: Open Doors. Transform Lives.

Dégagé Ministries serves people experiencing homelessness and poverty in Grand Rapids. We believe that every person was created in God's image and deserve the opportunity to use their gifts to serve their community.

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.

Summary of Responsibilities: The weekend Operations Manager is a management position with the responsibility for overseeing the operations of the Community Center, Kitchen, and the Open Door Women's Center every Friday through Monday. The weekend Operations Manager will also supervise the weekend on call staff, who will be called in to cover open shifts due to sick calls.

Hours: Friday through Monday, 7:00am – 5:00pm

Needs to be available via phone overnight during the weekend for emergencies.

Reports to: Shelter Director

Direct Reports to the Weekend Operations Manager: All scheduled weekend staff in the Community Center, Kitchen, and Open Door Women's Center, as well as the scheduled weekend on-call team.

Compensation: \$55,000 - \$60,000 depending on experience. Specific salary determined upon hiring process. Benefits package includes: health benefits, disability insurance, paid vacation, an Employee Assistance Program and Employee Emergency fund.

Qualifications:

- Mission focused: the ability to reflect the love of Christ to all who come through our doors by building relationships and offering programs that foster dignity and respect
- Leadership skills
 - The ability to communicate and give direction clearly both verbally and in writing
 - The ability to provide staff with the necessary support and resources

- The ability to empower others to carry out the work with excellence
 - The ability to make decisions that support the organization's mission
 - The ability to create and implement solutions to big and small problems
- Proven work experience as a Operations Manager or similar role preferred
- A bachelor's degree in human services or business preferred
- Emotionally mature and resilient and the ability to work in high pressure environments with people experiencing homelessness.
- The ability to create and maintain restorative relationships using Restorative Practices. This means not doing things to or for people, but with people.
- The ability to adapt to a constantly changing environment
- The ability to manage environmental, medical, and behavioral emergencies
- The ability to hold others accountable and to be accountable to the organization
- A growth mindset, which is eager for growth, critique, and eager for excellence
- The ability to delegate, organize, and prioritize independently
- The ability to collaborate well with other team members
- The ability to lift up to 50 lbs

Responsibilities:

- Ensure all weekend operations of Dégagé Ministries is carried out following all the policies and procedures of the ministry
 - Ensure safety staff follow protocols and procedures in the Community Center and are enforcing Community Center rules in a restorative manner
 - Ensure kitchen staff are following the prepared menu, following Health Codes, and preparing and serving excellent home cooked meals with joy
 - Ensure Open Door Women's Center staff follow protocols and procedures and are enforcing Open Door rules in a restorative manner
- Supervise weekend Safety, Kitchen, and Open Door Women's Center staff Friday through Sunday
- Supervise the weekend on call staff and call them in if needed to cover open shifts due to sick calls
- Be available via phone overnight to answer any concerns from night staff
- Lead staff to maintain a clean and safe environment focused on supporting patrons of Dégagé Ministries as they strive for housing and employment goals
- Work with staff to prevent behavioral incidents and respond to behavioral incidents using Restorative Practices and Ryan Dowd Core Homelessness training
- Work with the Operations Director to improve operational systems of the ministry
- Work collaborative with the Safety and Community Center Manager to ensure continuity of care between the weekdays and weekends at the ministry
- Respond to all emergencies and ensure emergency protocols are implemented
- Communicate with Operations Director per communication protocols
- Complete a weekend report each week for the Leadership Team
- Attend Management and All Staff Meetings
- Attend Safety, Open Door, and Kitchen Department meetings at least once per month