



**Position Title:** Shelter Director

**Reports to:** Senior Director of Programs

**Hours & Salary:** Full Time, salaried position.

**Summary of Responsibilities:** Provide oversight to the Emergency Shelter and Case Management programs at Dégagé Ministries. Ensure that all shelter programming aligns with the mission and vision of Dégagé Ministries and meets the needs of unhoused clients in Grand Rapids.

**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.

**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.

**Hours:** Monday – Friday; 8am – 5pm

Needs to be available via phone for emergencies and have availability to respond to the building for urgent needs

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**Compensation:** \$70,000 - \$80,000 depending on experience. Specific salary is determined during the hiring process. Benefits package includes health benefits, disability insurance, and paid vacation.

**Core Values:**

- **Celebrate the Divine Spark:** All of us are made in the image of God, with the same purpose of contributing to a better world. We see beyond behaviors and treat all with dignity and respect.
- **Make Order out of Chaos:** We work in an emergency setting amongst hurting women. Plans will change, policies will fail, and people will lash out. We are calm, flexible, and innovative in the chaos.
- **Do What You Say and Say What You Need:** Let's do the job we agreed to do. Arrive on time, build relationships, and practice policy. If unable to meet these expectations, speak up and ask for more support. As a team, we can get the job done!
- **Embrace Learning:** Welcome feedback with open arms. Mistakes are a key to success. No one here is above constructive criticism. We all need more practice, have more to learn, and have room to grow.
- **Walk With Others:** We set clear expectations, provide the needed support, and hold others accountable. We are both kind and firm.

**Qualifications:**

- A strong commitment to Christ and to serving Christ through word and deed in an inner-city ministry setting.
- Emotionally mature and resilient and the ability to work in high pressure environments with people experiencing homelessness.
- The ability to delegate, organize, and prioritize independently.
- Bachelor's or master's Degree in organizational leadership or human services preferred.
- Five years or more of leadership experience is preferred.
- Possess strong written and verbal communication skills.
- Possess the qualities of compassion and patience.
- Possess strong collaboration skills.
- Be detail orientated and possess strong computer skills including but not limited to Microsoft Office, Word, Excel, Powerpoint, and client database software.
- The ability to work flexible hours as needed and be willing to cover occasional on call weekends for staff vacations.
- Ability to adapt to change.
- Possess ability to manage numerous projects simultaneously.



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- Be available to respond to emergencies as they arise to support staff with challenging situations.
- The ability to lift up to 50 pounds.
- Experience working with, encouraging, motivating, and leading people from all areas of the social spectrum
- Strong analytical and problem-solving skills, especially in collecting and analyzing data
- A Restorative Practices approach to leadership

**Responsibilities:**

- Collaborate with the Leadership Team to develop and operationalize the strategic vision for Degage Ministries
- Oversee the Emergency Shelter and Case Management Program, including Wellness and Rest Center ensuring programs are safe, policies and procedures are followed, and clients are successful
- Lead, manage and hold accountable the three Emergency Shelter Managers, 3<sup>rd</sup> Shift Supervisor and Case Management Manager
- Collaborate with the shelter managers in case conferencing to improve outcomes for shelter clients in housing and wellness
- Using Restorative Practices, build a culture of trust and empowerment to learn and grow, maintaining a positive and supportive work environment
- Ensure government and funder compliance for Emergency Shelter
- Ensure Standard operating procedures are being followed in all programs
- Research and develop best practices for Emergency Shelter and Case Management programs in support of organization's strategic plan
- Participate in regular professional development opportunities
- Manage relationships with external partners and community resources such as COC, Catherine's Health Center, Network 180 and other partners
- Maintain excellent client records in HMIS and Mission Tracker
- Prepare reports for analysis and data tracking purposes on outcomes
- Support staff in case of emergency and ensure all safety and emergency protocols are being followed
- Work with the LT to recruit, develop and retain a highly skilled team who are dedicated to carrying out the mission of the organization and meet the needs of the unhoused
- Work with LT to develop and lead monthly Management and All Staff meetings
- Prepare Weekly and Monthly reports on program status and outcomes
- Work with the Senior Director of Programs to operationalize the strategic vision for Emergency Shelter to achieve high level program outcomes
- Work with staff to evaluate the Shelter and Case Management Program on a quarterly and annual basis
- Establish and maintain a budget for all programs
- Be available to answer calls from managers after business hours and ensure managers have covered all shifts in Emergency Shelter. May need to cover shifts if managers and on call teams are unable to cover.
- Work with direct reports to develop and implement standard operating procedures for all housing and shelter programs that meet the mission as well as local, state, and federal regulations.
- Lead direct reports with written objectives, performance goals, and performance metrics and ensure staff receive timely and constructive feedback.
- Set an example of professionalism, which includes regular and timely attendance, professional dress, and a healthy work, life balance.
- Meet 1:1 each week with all direct reports
- Other duties as deemed necessary