



Shelter Manager Job Description

Dégagé Ministries: Open Doors. Transform Lives.sssss

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 Shelter Manager is a management position with the responsibility for overseeing the operations of the Community Center and Open Door Women's Center every Monday through Friday.

Hours: Monday through Friday; 7:00am-3:00pm

Reports to: Shelter Director

Direct Reports to the Shelter Manager: All scheduled week-day staff in the Community Center and Open Door Women's Center.

Compensation: \$55,000 - \$60,000 depending on experience. 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 weekly 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 weekly Shelter Support Specialist staff every Monday through Friday.
- 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 collaboratively with the Weekend Shelter 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
- Attend Management and All Staff Meetings
- Attend required department meetings at least once per month