



Day Shelter Manager Job Description

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.

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.

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

Compensation: \$55,000 - \$60,000 depending on experience. Benefits package includes: Health Insurance, Short-Term Disability Insurance, Life Insurance, Paid Time Off, Employee Assistance Program, and 401(k) with 3% Match.

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.

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.

Core Values:

- Celebrate the Divine Spark
- Walk with Others
- Make Order out of Chaos
- Do What You Say, Say What You Need
- Embrace Learning



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 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

Specific 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 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 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



- Attend Management and All Staff Meetings
- Attend required department meetings at least once per month
- Will oversee 3rd shift and 1st shift and be on an On Call rotation.

Please Note

This is an “at will” position. No length of tenure in employment is implied or stated. Dégagé conducts pre-employment screenings including a criminal background check and verification of work history.

Signature: _____ **Date:** _____