

# Mid-Columbia Community Action Council

## JOB DESCRIPTION

**Job Title:** Non-Congregate Shelter Operations Manager

### **Why work at MCCAC?**

Mid-Columbia Community Action Council (MCCAC), located in heart of the beautiful Columbia River Gorge, serves Hood River, Wasco and Sherman Counties. MCCAC offers programs and services to ensure our most vulnerable community members have access to healthy, safe, stable and affordable housing. This is accomplished through our housing, energy/utility payment assistance and weatherization programs. MCCAC envisions a thriving community where our friends and neighbors have opportunities to be successful and thrive.

### **Job Purpose:**

MCCAC is looking for a Shelter Operations Manager The Dalles 2021 Winter Warming Shelter season (January-March 31<sup>st</sup>, 2021), as an emergency position to ensure that non-congregate sheltering options are available to the community during the COVID-19 pandemic. The Shelter Operations Manager will work in partnership with the Executive Director to successfully plan for and implement updated Shelter Operations to meet health and safety guidelines during the time of COVID-19.

The Shelter Operations Manager will work to prioritize the health and safety of shelter guests, staff, volunteers, and the community at-large. During the shelter season, through March 2021, the Shelter Operations Manager will serve as the lead staff person on-site during shelter operating hours and will guide shelter staff, volunteers, and guests to follow shelter operations in accordance with health and safety guidelines.

The addition of a Shelter Operations Manager will allow MCCAC to continue to meet our mission through the COVID-19 pandemic by successfully planning for and implementing updated Shelter Operations in order to prioritize health and safety of shelter guests, volunteers, and staff.

### **Duties, Tasks, and Responsibilities:**

#### **Supervision/ Management:**

- Establishes and maintains effective working relationships with partner agencies
- Provides general supervision and support to all shelter site staff
- Establishes work priorities, assigns duties, monitors and evaluates individual staff performance
- Updates job descriptions and fill vacancies in program as necessary
- Manages all staff and volunteer functions including hiring, work plan establishment, professional development planning, evaluating, orienting, training, coaching, mentoring and disciplining
- Guides, motivates and leads all assigned employees and volunteers in keeping with COVID sheltering protocols
- Provides guidance and support information to staff; including assisting in interpreting program policies and procedures, client concerns and payment decisions
- Provides consultation to staff, volunteers and partner agencies on program issues
- Oversees the recruitment, retention and job duties of volunteers
- Addresses and responds to staff, client and volunteer concerns

#### **Leadership/Oversight/Development:**

- Provides vision, motivation and leadership to shelter employees and clients
- Interprets all governmental statutes, regulations, transmittal notices and memorandums pertaining to shelter operations. Develops or revises policies and operating procedures based on this guidance
- Provides written documents and program reports to agency leadership, HUD Field Office, Oregon Housing and Community Services, local and regional planning.

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- Communicates any and all current or perceived risks or issues on the shelter site to the Executive Director
- Coordinates services for shelter residents with the appropriate community partners
- Coordinates the availability of shelter space with community partners including law enforcement and culturally specific providers

### **Monitoring/Compliance:**

- Ensures compliance with all contractual requirements
- Assures that all required systems and records are maintained and up-to-date
- Inputs shelter resident information into the Homeless Management Information System and regional Coordinated Entry system

### **Financial Management:**

- Preparation and presentation of financial reports for reporting and grant development purposes

### **Knowledge, Skills, and Abilities:**

- Thorough knowledge of homeless shelter operations
- Excellent oral and written communication skills
- Ability to work in partnership with community organizations and client groups
- Excellent leadership, team building and problem solving skills
- Proficiency in Microsoft Office platforms. Homeless Management Information System (HMIS) experience a plus.

### **Qualifications:**

- Experience in homeless shelter management and operations
- Knowledge current best practices related non-congregate shelter operations

### **Position Details:**

- The position some overnight shifts
- This position is rated as active with frequent kneeling, stooping, bending, and sitting, regularly requires the individual to lift 30 pounds
- Serve as MCCAC agency representative for after hours concerns and emergencies at the shelter site
- The duties outlined in this job description are not all inclusive and additional duties and tasks will be assigned as required.
- Prior to date of hire, and throughout employment certification of the following are required:
  - Valid driver's license
  - Proof of current auto insurance
  - Background check
- MCCAC is an equal employment opportunity provider.
- Location: The Dalles Winter Warming Shelter
- This position provides supervision and oversight of one shelter staff person
- Fair Labor Standards Classification: Temporary Position (90 days)
- Reports to: Executive Director

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### **Pay and Benefits Information**

Hourly Pay: \$20 per hour

- Benefits: Benefits are not available to Temporary Employees
- COVID-19 related sick leave may be available

### **To Apply**

Submit resume and cover letter to [klapoint@mccac.com](mailto:klapoint@mccac.com). Cover letters should include why you are uniquely qualified to serve in the position and what strengths you would bring to the role.

People of color and people with lived experience are encouraged to apply.

Applications will be accepted through January 11<sup>th</sup>, 2021.

Anticipated start date: 01/15/2021