

**Community Action Program of East Central Oregon
(CAPECO)
Job Description**

POSITION:	SHELTER MANAGER
Supervised by:	Program Manager
Department:	Housing Stability
Classification:	Seasonal Full-Time (through June 30)
Position Status:	Non-Exempt
Location:	Pendleton Warming Station
Salary Level/Wage:	Range 13 - \$16.58/hr
Benefits:	Sick Leave

HOW TO APPLY:

To apply for this position we must receive a completed CAPECO application. An application can be found by visiting our website at CAPECO-WORKS.ORG or picked up at our Main Office located at 721 SE 3rd Street, Suite D, Pendleton, OR 97801. Cover Letters and Resumes may also be included, but will not be accepted without an application.

Please return the completed application, optional resume, cover letter and any other required documents to: 721 SE 3rd Street, Suite D, Pendleton, OR 97801 or hr@capeco-works.org. Please send it attention Human Resources if you are sending by mail.

POSITION OVERVIEW:

The Shelter Manager, under the supervision of the Program Manager, is responsible for assuring quality service to all program participants in a compassionate and professional manner as it relates to the specific program objectives. Objectives include supportive interaction with program participants and team members, assessment of participant's needs, and performance of all work duties as required. Work is performed in a cost effective and service oriented manner as it relates to established organizational standards. Attend required staff meetings and training.

ESSENTIAL JOB FUNCTIONS:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. Other duties, responsibilities and activities may change or be assigned at any time with or without notice. To perform this job successfully, an individual must be able to perform each essential function satisfactorily with or without reasonable accommodation.

- Responsible, under the supervision of the Program Manager, for performing daily work requirements to achieve established objectives in compliance of the programs policies.
- Explain program requirements and regulations to new guests and assure compliance of these regulations. You will be responsible to supervise guests and respond to all questions and concerns.
- Effectively interact with clients and volunteers with diverse ethnic and cultural backgrounds and treat each individual with respect, dignity, and compassion.

- Serve on-site at the shelter. Provide “awake” shift coverage and maintain grounds security at all times.
- Provide eligibility assessments for various programs.
- Work with on-site volunteers to assess guest’s needs and make appropriate referrals.
- Serve as the primary point of entry for data collection, including Service Prioritization Decision Assistance Tool.
- Coordinate bed assignments, breaks, and other daily routines.
- Provide emergency assistance to guests and co-workers as necessary.
- Perform housekeeping and other maintenance tasks as needed, i.e. change light bulb, plunge toilet, etc. Maintain staff area cleanliness, etc.
- Address any behavior issues that create disharmony, criminal, or otherwise non-productive behavior.
- Role model positive, professional behavior including appearance and communication with others.
- Complete all shift logs, incident reports and written violations.
- Document and notify management of guest concerns, potential workflow problems and/or any exceptions to policy that can impact program security.
- Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives. Assist in volunteer recruitment.
- Maintain a working knowledge of fire, safety, and health standards to assure a safe work environment for clients and all personnel.
- Work with Home for Hope steering committee to identify the needs of the shelter including, both for winter and summer months.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES & MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position.

- Associate degree in related field which can be substituted for three years of relevant work experience.
- Excellent communication, interpersonal, and customer service skills and legible handwriting.
- Computer experience and typing skills; have a working knowledge of Microsoft Suite programs.
- Ability to respond responsibly in emergency and crisis situations.
- Ability to maintain clear personal and professional boundaries.
- Ability to work effectively in constantly changing and sometimes demanding or chaotic environment.
- Experience working with a diverse population, with sensitivity to differences in culture, religion, sexual orientation, race, age, and physical and mental illness.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

The physical demand and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job.

This job operates in a shelter, which is very busy and at times high stress. This position requires the ability to work safely with a diverse population. Required to remain alert and on duty throughout shift.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms; and talk or hear. The employee is regularly required to walk, sit, bend, kneel and crouch. Specific vision abilities required by this job include close vision and distance vision. The noise level in the work environment is usually moderate. The employee must occasionally lift, and/or carry/move objects up to 50 pounds.

SPECIAL REQUIREMENTS:

- Must pass a criminal history background investigation; however a conviction of a crime may not necessarily disqualify an individual from this position.
- CAPECO is a drug free workplace and pre-employment drug screening will be required.
- Possession of or ability to obtain a valid Oregon Driver's License and insurable driving record is required.

THE ABOVE JOB DESCRIPTION has been discussed with me, and I accept all responsibilities and can perform all duties with or without reasonable accommodations as outlined above.

SIGNATURE

DATE

CAPECO is an equal opportunity employer and does not discriminate on the basis of age, race, sex, color, religion, gender or gender identity, sexual orientation, disability, marital status, veteran status, genetic history, or any other protected status in accordance with applicable state and federal equal employment opportunity laws.