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|---------------------------------|--------------------------------|-------------------------|-------------------------------|
| <b>Job Title:</b>               | Shelter Operations Coordinator | <b>Job Category:</b>    | Supervisor                    |
| <b>Department/Group:</b>        | Shelter                        | <b>Job Code/ Req#:</b>  |                               |
| <b>Location:</b>                |                                | <b>Travel Required:</b> | Harris and Fort Bend Counties |
| <b>Level/Salary Range:</b>      | Salaried/Non Exempt            | <b>Position Type:</b>   | Full Time                     |
| <b>HR Contact:</b>              | Tina Hood                      | <b>Date posted:</b>     | January 24, 2019              |
| <b>Will Train Applicant(s):</b> | Yes                            | <b>Posting Expires:</b> | Click here to enter a date.   |
| <b>External posting URL:</b>    |                                |                         |                               |
| <b>Internal posting URL:</b>    |                                |                         |                               |

**Job Description**

**ROLE AND RESPONSIBILITIES:**

Responsible for supervision of the food service, drivers and shelter transportation scheduling to ensure the quality of service for the clients meets the Center’s standards. Assist Center speaker’s bureau and conduct tours. Shelter liaison for the volunteer department for scheduling volunteers and supervising client outings.

1. Must demonstrate agency core values – Service, Passion, Integrity, Respect, Innovative, Team work
2. Supervise all shelter transportation staff and activities including drivers and school bus scheduling. Ensure shift coverage for transportation. Meet with new clients, referred by case managers, to coordinate the children’s school transportation to ensure a smooth transition.
3. Supervise food service to ensure food handling compliance, cleanliness, meal supply inventory and timeliness of kitchen operations. Ensure shift coverage for the food service department and staff the kitchen appropriately to adhere to the client meal schedule. Oversee food service volunteers, staff and clients who may assist with meal preparation.
4. Perform shelter “walk through” upon arrival and periodically during the shift.
5. Ensure reporting and documenting requirements for grants are accurate and timely. Assist with grant compliance regulations.
6. Coordinate volunteer outings with Shelter Program Manager.
7. Provide guidance and direction to volunteers for assigned duties. Work with the Volunteer Coordinator to ensure that we have a list of policies that volunteers adhere to as well as create a “do’s and don’ts” list to let the volunteers know what is expected of them.
8. Make sure that shelter donors are acknowledged through Thank You notes and other means. Assist with program outcomes management.
9. Input data to the Osnium system or other client database system, as needed.
10. Create and maintain a process for the timely submission of invoices and receipts. Reconcile petty cash on a timely basis to ensure adequate emergency shelter funds.
11. Review timesheets to make sure they are accurate and submitted timely.
12. Other duties as necessary and/or assigned.

**QUALIFICATIONS:**

- Bachelor’s Degree in Psychology, Social Work, or 5 years related field experience.
- Ability to navigate spreadsheets and various systems used for the daily operations of the shelter.

- Oral Communication - Speaks clearly and persuasively in positive or negative situations, listens and gets clarification, responds well to questions, participates in meetings.
- Written Communication -Writes clearly, persuasively and informatively, edits work for spelling and grammar, and reads and interprets written information.
- Basic skills and understanding of crisis intervention and assessment.
- Flexible and the ability to adapt to a team-oriented, fast paced, non-structured work environment.
- Ability to work with people from all socioeconomic backgrounds.
- Have an interest in women and children’s issues.
- Experience working with survivors of abuse and violence.
- Must complete required staff training.
- Planning/Organizing - Prioritizes and plans work activities, uses time efficiently, plans for additional resource needs, sets goals and objectives, develops realistic action plans.
- Deadline and solutions oriented with the ability to handle multiple competing priorities and wide-variety of responsibilities.
- Dependability – Self-starter, follows instructions, responds to management direction, takes responsibility for own actions, keeps commitments, commits to long and/or non-traditional hours of work when necessary to reach goals, completes tasks on time or notifies appropriate person with an alternate plan.
- Travel required within the greater Harris and Fort Bend County areas.
- Pass a criminal background check, and drug screen.
- Valid Texas Driver’s License.

Revised 01/2019

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor’s Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Chief Director Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Chief Executive Officer: \_\_\_\_\_

Date: \_\_\_\_\_