



# Job Description

Job Title	Shelter Director
Program	Rapid Rehousing and Shelter
Service Area	Housing
Reports To	Director of Housing
Salary Grade Level	12
FLSA Status	Exempt (non-eligible for overtime pay)
Effective Date	July 2015

**Position Summary:**

The Shelter Director manages the daily operations of their department unit which identify and assess client and family needs; supervise case management and support staff; coordinate service delivery to ensure that client needs, program goals and contract objectives are effectively met. This position provides supervision and oversight of the shelter program ensuring coordination among NVFS programs and community partners. The incumbent works collaboratively with the Residential Coordinator and Resident Assistants to ensure the safety and security of the program and its clients.

The Shelter Director will work as a part of the 24 hour on-call system. This position will be familiar with and will stay abreast of changes with the local, state and federal regulations that govern these programs. The Shelter Director will ensure that the programs are working to reduce shelter stays and operate a Rapid Rehousing model approach in the program’s service delivery. All NVFS employees are expected to demonstrate the organizational values and sensitivity to the diversity of the organization’s client base.

**Essential Job Duties:**

*Staff Supervision and Development:*

- Identify and fulfill staffing needs; prepare and conduct timely staff performance evaluations; provide ongoing staff training to enable direct service staff to deliver client service effectively.
- Supervise program staff including regular individual and group staff meetings and case consultation; ensure proper client to staff ratio and monitors case files for quality and completeness.
- Conduct regular and timely supervision according to established program guidelines.

*Client Service Delivery:*

- Assign cases to direct service staff, coordinate service delivery, and day-to-day operations of the shelter program.
- Monitor client cases from initial referral through discharge, promoting efficient and effective client services and administration procedures including adequate client record keeping, statistical and performance outcome reporting.
- Conduct assessments, and provide case management services to clients enabling them to develop self-sufficiency skills and provide appropriate linkage to support and community services.
- Provide direct case work in the absence of direct service staff.

*Compliance and Reporting Requirements:*

- Ensure that service delivery is performed according to and within the NVFS mission, policy/statewide directive/procedural directions/case management model, COA standards, and contractual requirements.
- Prepare narrative and statistical reports to the Agency and contract monitors measuring program effectiveness.

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- Responsible for goals and objectives of contract for programs; includes NVFS outcomes and reporting.

## *Meeting and Community Outreach/Resource Participation:*

- Act as liaison with community, civic, and business groups on behalf of coordinated assessment and rapid re-housing programs; participates in appropriate community task force committees; develops and monitors public relations within the scope of Agency mission and goals.
- Participate in grant writing and revenue solicitations as needed.

## **Supervisory Responsibilities:**

- Housing Counselors
- Coordinated Intake Facilitator
- Employment Specialist
- Housing Locator
- Residential Coordinator
- Interns and Volunteers as needed

**Qualification Requirements:** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Master's degree in Social Work from an accredited college or university required.
- At least two (2) years related work experience in case management and working with families.
- At least one (1) year experience providing direct supervision of staff.
- Proficiency in Microsoft Office Suite.

Must demonstrate the following:

- Ability to function independently and have flexibility
- Client service orientation
- Personal integrity and confidentiality
- Ability to respond to stressful situations in a professional manner
- Ability to make independent decisions when circumstances warrant such action
- Knowledge in entering and retrieving data using computer systems, Microsoft applications, and other office equipment.

**Special Requirements:** *Due to licensing/insurance requirements or accreditation standards, some positions may require additional information to determine ability to satisfactorily perform the job tasks.*

- CPS background check
- Criminal History background check
- TB test– *Hilda Barg only*
- Clean DMV record – *Hilda Barg only*
- FBI fingerprinting– *Hilda Barg only*
- CPR/1<sup>st</sup> Aide training
- May be called upon to work beyond normal working hours

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**Physical Demands and Work Environment:** *The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to talk and hear. The employee is required to stand, walk, sit, use hand to finger, and reach with hands and arms. Majority of work involves computer usage, sitting for long periods of time, and telephone usage.

Work is primarily done in an office environment but some travel to community locations, agency office sites and meetings is required. The Director is responsible for ensuring that appropriate health, safety, and security activities and protocols are in place for a program that operates 24 hours a day, 7 days a week.

**Comments:** *This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.*

This job description has been reviewed by the Supervisor/Manager, Division Vice President/Chief Officer, and the Vice President of Human Resources.