



## **POSITION DESCRIPTION**

Position: Director of CAC Shelter Operations

Program: Reno Shelters Program Status: Exempt  
Reports to: Regional Director Date Revised: 08/2016

### **POSITION SUMMARY:**

The Director of CAC (Community Assistance Center) Shelter Operations is responsible for coordinating the program requirements of CAC and assuring quality service in a safe, non-judgmental manner to all program participants compassionately and professionally as it relates to the specific program objectives. Objectives include supportive interaction with program participants and team members, assessment of participant's needs, supporting the safety and the integrity of all residents, 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.

### **OBJECTIVES/ACTIVITIES:**

- A. Responsible for the compliance of all financial and contractual liabilities of the program services.
  - 1. Provide quality program services within established budgets.
  - 2. Provide all documentation to comply with contractual agreements.
  - 3. Complete monthly, quarterly, and annual reports for the funding sources.
  - 4. Working with the Program Managers, develop and maintain operations manuals.
  - 5. Ensure HMIS reporting is entered timely and accurately.
  
- B. Responsible for the management of all areas of daily operations and activities of the program services in compliance with company policies.
  - 1. Manage all property maintenance, security, and safety concerns that arise on a daily basis at the program sites.
  - 2. Oversee client placement referrals to determine appropriateness of program placement.
  - 3. Respond to complaints from contracting agents, clients, property neighbors and all other program related affiliates.
  - 4. Maintain accountability and inventory of program equipment and supplies.
  - 5. Respond to all client grievances.
  - 6. Supervise the coordination of client case management.
  - 7. Provide 24 hour on call emergency assistance to clients and staff as necessary.
  
- C. Responsible for monitoring of staff's workloads to achieve established objectives of the department.

1. Respond to personnel complaints and provides technical expertise to handle exceptions to standard policy.
  2. Identify resources necessary to attain performance standards.
  3. Assist with the development of daily, weekly and monthly staffing schedules in order to accomplish program objectives.
  4. Maintain ongoing client contact to assure that employee performance is in line with client needs. This includes regular communication with clients, service providers and external county/state/city program representatives.
  5. Direct available resources as needed.
  6. Assist with daily workloads, if necessary.
- D. Oversee training, development and motivation of staff.
1. Interview and hire qualified employees.
  2. Establish goals and objectives for staff and evaluate achievements of established goals.
  3. Assist in department orientation and training for new employees to assure quality work, taking corrective action as necessary.
  4. Identify appropriate ongoing training for existing staff.
  5. Conduct ongoing performance appraisals and recommend salary adjustments for staff.
  6. Provide progressive disciplinary action for employee performance improvement when necessary.
  7. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for all personnel.
- E. Responsible for self-development
1. Continually learn and enhance technical and interpersonal skills.
  2. Attend all mandatory training as assigned.
  3. Attend all Program Director meetings.

**EQUIVALENT EDUCATION AND EXPERIENCE:**

A Bachelors degree in a related field is required. Must have a strong background in operations with five years minimum business management experience. Three to five of supervisory experience required. This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to homelessness, substance abuse, young adults, minorities, and persons with disabilities. Must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. Must have the flexibility to work irregular hours and have the willingness to function as a team member. Proficiency with MS Word, Excel is required. Requires CPR and First Aid training within ninety (90) days of employment, re-certification as necessary and T.B. testing annually. A valid Nevada driver's license is required.

**SPECIFIC SKILLS REQUIRED:**

Leadership skills  
Ability to assist and motivate other people  
Teamwork skills  
Excellent oral and written communication skills  
Ability to de-escalate crisis situations and assist residents and staff in emergency situations  
Organizational skills  
Analytical and decision making ability

**PHYSICAL REQUIREMENTS**

Lift and move up to 25 pounds  
Physically able to safely maneuver weight distribution of a client in an emergency situation  
Stand, walk, bend, stoop, and sit frequently  
Kneel occasionally

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are performed independently with guidance and direction from the Regional Director. Must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

**SUPERVISION EXERCISED:**

This position works with the Regional Director to plan, direct and coordinate work of program staff. Responsible for training, auditing, conducting performance appraisals and providing feedback and disciplinary action.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with county/state/city and business entities, clients, and all levels of employees. The Manager is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

**FINANCIAL RESPONSIBILITY:**

Substantial financial loss through loss of business contracts is possible.

**NUMBER OF EMPLOYEES**

40-50 Shelter Program Employees

**This job description does not constitute a written or implied contract and may be changed as business needs arise.**

Indicate anything that would keep you from meeting the job duties as outlined above.

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Employee Signature \_\_\_\_\_ Date Signed: \_\_\_\_\_