

## **POSITION DESCRIPTION**

**Position:** Shift Supervisor  
**Program:** Winter Shelter  
**Reports to:** Program Manager  
**Status:** Non-exempt  
**Date Revised:** 10/2017

### **POSITION SUMMARY:**

The Shift Supervisor is directly responsible for the facility and for the supervision of clients during duty shift. This position 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.

This is currently a temporary/seasonal position, however that could change if the program length is extended.

### **OBJECTIVES/ACTIVITIES:**

1. Maintain daily log of significant activity on duty shift.
2. Document client concerns and/or infractions that can impact the program safety and security and report to Program Manager.
3. Conduct security checks during duty shift as required to fulfill safety and security requirements.
4. Provide clients with a safe, supportive environment and maintain clear, thorough communication.
5. Supervise preparation, serving and clean-up after any meals served.
6. De-escalate crisis before it develops and respond to crisis in an appropriate manner, providing emergency assistance to clients and co-workers as necessary.
7. Request assistance from emergency services, as needed, and be aware of available community services.
8. Assist Shift Monitors with work assignments, direction of duties, and scheduling as needed.
9. Participate in all staff meetings.
10. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
11. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.
12. Provide emergency shift coverage as needed.
13. Participate in VOA and outside training as assigned.
14. Maintain a positive image for VOA and the program in the community.
15. Perform reasonably related duties as assigned by the Program Manager.

### **EQUIVALENT EDUCATION AND EXPERIENCE:**

This position requires demonstrated ability to communicate and comprehend oral and written instructions. It requires general knowledge of issues and challenges unique to homelessness, substance abuse, young adults, mental illness, minorities, and persons with disabilities. Specific knowledge and experience with Twelve Step philosophy, addiction and recovery, and dysfunctional family dynamics is preferred. Must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. Must have the willingness to function as a team member. Must have the flexibility to work irregular hours and the availability for emergency shift coverage. Computer skills preferred. Prior supervisory experience highly preferred. This position requires a TB test, CPR and First aid certification within ninety (90) days of employment and recertification as necessary. A valid California Driver's License, proof of insurance, and a clean driving record is required.

### **SPECIFIC SKILLS REQUIRED:**

Teamwork skills  
Oral and written communication skills  
Ability to de-escalate crisis situations and assist residents and staff in emergency situations  
Ability to assist other people  
Organizational skills  
Analytical and decision making ability  
Cultural Competency \*

\*Cultural competence is defined as a set of values, behaviors, attitudes, and practices within a system, organization, program or among individuals, which enables them to work effectively, cross culturally. Further, it refers to the ability to honor and respect the beliefs, language, interpersonal styles and behaviors of individuals and families receiving services, as well as staff who are providing such services. VOA strives to achieve cultural competence is a dynamic, ongoing, developmental process that requires a long-term commitment. Our focus on cultural competency includes but is not limited to race, ethnicity, sex, gender, sexual orientation, LBGTQ, class, age, ability, religion, and language. Bilingual and translation services are available to client when deemed necessary. All staff are trained annually on cultural competency.

### **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 many times performed independently with accessible guidance and direction from the Program Manager. The Shift Supervisor 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 supervises the Shift Monitors and includes training and other duties as the program needs require.

### **RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with county/state/city and business entities, clients, and all levels of staff. This position 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, professionalism, and resourcefulness are required at all times.

### **FINANCIAL RESPONSIBILITY:**

Substantial financial loss through loss of business contracts is possible.

### **NUMBER OF EMPLOYEES:**

27 Shift Monitors

**This Shift Supervisor 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: \_\_\_\_\_