

Shelter Manager Tompkins County

Department: Department of Social Services
Classification: Competitive -Pending Jurisdictional Classification
Labor Grade: White Collar Grade 15
Approved: 11/2024
By: HB, Deputy Commissioner of Human Resources

MINIMUM QUALIFICATIONS:

Possession of a Bachelor's Degree from a regionally accredited or NYS registered four year college or university AND four years full time paid (or the equivalent part time or volunteer) experience in a human service or medical service related field.

SPECIAL REQUIREMENTS:

A valid New York State driver's license is necessary at the time of application. If you hold a license from another state, you must submit a driver's abstract from the issuing DMV.

Must be cleared by the State Central Register (OCFS) and may be asked to be screened by the state of NY via finger printing.

DISTINGUISHING FEATURES OF THE CLASS:

This work involves the responsibility of on-site oversight of the activities of Supervisory and other staff directing the Emergency Shelter(s) and overseeing the operations of the facility. This position requires exercising independent judgement and coordinating scheduling and overseeing compliance for any shelter sites that the County is operating. Verbal consultation and direction intermittently may be required in emergencies or in compliance with policies that require informing the Shelter Manager to ensure that appropriate actions were taken given the situation, policies were followed, authorities were called, and/or Administrators were then informed of serious situations. This position may need to take on the role of coordinating services, calling in backup staff or contracted workers or arranging for services as needs arise. This position also may be required to respond by working on-site if a Supervisor does not report to a specific site or needs to leave, or to manage a crisis situation or in the event that a transport is required and staff levels working at the program are inadequate to support workers leaving the site. All related work as required.

TYPICAL WORK ACTIVITIES:

- Visits all shelter sites providing direction and planning for the shelter program(s). Consults by phone with Supervisors that may be on-site at another shelter to address questions, help manage staffing changes and provide direction related to emergencies.
- Plans shelter staffing schedule, provides supervision to Senior Shelter workers including regular supervision meetings, performance reviews and disciplinary actions.
- Conducts regular audits of quality of program, reviews incidents, coordinates after action communications, and trains staff.
- Gives direction and support to shelter staff during and after crises occur and/or helps problem solve if difficulties are emerging or other circumstances happen that are or may impact program operation.
- Assists program staff with all kinds of crises not limited to, client related, staff availability, staff interactions or needed personnel correction, security concerns, facility concerns, transportation concerns, needs for back up or coordination of

services or supports to the program, staff and clients, general support.

- Provide supportive communications and, when necessary, in-person engagement with a strength based, trauma informed approach.
- Meets with staff and clients to address program grievances and concerns.
- Be familiar with and ensure that policies and regulations are followed related to the program (OTDA or OCFS), Tompkins County Policies, Social Services approaches and policies and state and local laws.
- Report to needed on-site locations as needed if shelter supervisor is not able to report or a suitable back up is not found promptly, or if other needs of the program require an in-person report by the Manager including, but not limited to, Supervisor is not able to complete shift, inadequate staffing, emergency that requires in-person support, serious incident occurs that requires on-site supports to deal with the situation and/or speaking with authorities etc., or after the DSS Administrator is consulted, it is determined that the Shelter Manager should report.
- Make written reports after each shift, having documented all actions of the shift, de-brief with DSS Administrator ensuring that there is good transfer of knowledge with any required follow up with staff, program or emergencies outlined.
- While it is not routinely expected, this position could need to testify in court or be deposed by authorities regarding situations that occur in shelter.

It may be necessary under certain circumstances for the Shelter Manager to engage in the following:

- Meets with shelter residents and provides basic information regarding shelter rules, regulations and services, in accordance with guidelines.
- Maintains shelter related files and records.
- Notifies facilities and maintenance staff of issues requiring attention at shelter and follows up to ensure issues have been resolved.
- Stores residents' valuable possessions in a safe, issues receipts and maintains associated records.
- Educates clients on how to maintain their possessions safely.
- Provides instruction and direct services to shelter clients regarding daily living skills.
- Answers telephone and handles personal inquiries and makes referrals to other agencies, when appropriate.
- Provides training to Senior Shelter Services Workers ensuring the completion of work tasks.
- Performs clerical functions, as needed.
- May transport residents to school and/or necessary appointments or other shelter locations.
- Intervenes in crisis situations, may contact law enforcement and engage with security personnel. May need to assist Security Personnel in using a weapons detector or metal detector wand.
- Completes incident reports and provides guidance to other staff that handle crises and incident reporting.
- May need to provide training to shelter workers, Security Personnel and clients.
- May need to engage in additional duties as assigned – all shelter staff may need to assist with cleaning, shopping, laundry duties, cleaning after incidents with appropriate PPE etc.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of the routines of the Emergency Shelter.
- Ability to plan and schedule staff and daily activities for the Emergency Shelter.
- Ability to train lower-level staff.
- Ability to maintain files and records.
- Ability to respond appropriately to emergency situations and ensure issues have been resolved.
- Ability to answer routine questions and provide information and assistance.
- Ability to perform clerical duties; ability to prepare reports.
- Ability to understand and carry out oral and written directions.
- Ability to establish and maintain cooperative relationships with Shelter residents.
- Ability to set an appropriate tone and keep the environment positive and calm, limiting conflicts and stress for clients and staff.
- Physical condition commensurate with duties – lifting, bending, ability to move quickly are all needed for safety.

Originally created 11/2024

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