



Job Description: Lead Shelter Supervisor

The Sophia Way's Mission

To help end homelessness for adult women in East King County by providing shelter, case management, life skills training, social services and supportive permanent housing, offering a path from homelessness to stable independent living.

Sophia's Place Night Shelter Program

The Sophia's Place Night Shelter Program is a 21 bed shelter for single adult women. It is open 365 days a year from 6:45 PM to 7:45 AM. This is not a drop-in shelter, women must contact us to be added to the wait list and will be enrolled in the program when a bed is available to them, and they can stay for up to six months. In addition to shelter facilities and meals, women in this program meet weekly at our main office with their Housing Case Manager to search for housing and other needed resources.

The Position

The Sophia's Place Lead Shelter Supervisor provides leadership, overseeing and ensuring quality of the Shelter operating at Sophia's Place at St. Luke's. This position provides direct services to clients, as well as supervision of Shelter Supervisors, in partnership with the Director of Client Services. The service approach at The Sophia Way is a Housing First approach- a homeless system orientation designed to return women to housing as quickly as possible without conditions to enter housing. Services are housing-focused and person-centered; but can be increased through progressive engagement if more services are necessary to address individual need. Our programs, in this housing first homeless system empower the women to overcome barriers to obtain permanent and stable housing. A working partnership with the Day Center Manager is necessary to ensure that Shelter and Day Center programs operate congruently.

Responsibilities:

Lead Supervisory Duties

- Recruit, interview and hire, orient, train, and mentor new staff
- Create and manage staff schedules, providing for on-call staffing
- Help lead shelter meetings in coordination with the Director of Client Services and Shelter
- Manage and coordinate Shelter Intake Process-pre-screen: shelter orientation and tour and exits happen in conjunction with housing case manager
- Liaison with Day Center staff and Facilities Manager- work closely with DC Manager and schedule time each morning for changing program/staff to communicate and check in with each other. Communicate regularly with Facilities Manager about supply and repair needs for the shelter.

Shelter Duties

- Maintain a safe, supportive environment within the shelter.
- Monitor facility to maintain safety of clients and shelter space.
- Assist clients with shelter routines.
- Support clients in following all shelter policies and procedures.
- Help clients work through conflict with others living in the shelter.
- Keep shelter clean, and complete shelter laundry.
- Communicate observations and interactions with clients to Housing Case Managers and shelter management through documentation in daily log.
- Set up meals, following all food safety guidelines.
- Intervene in client crises utilizing de-escalation and conflict mediation tools.

- Complete documentation for meal donations and as needed for client reporting.
- Treat clients in a culturally sensitive manner.
- Participate in program, Department and agency meetings and relevant trainings as required, as well as inter-agency groups that provide assistance and advocacy to homeless women.
- Adhere to agency policy, procedures and professional code of ethics.
- Complete all duties as assigned. Other duties as required.

Qualifications

- One year experience supervising and managing staff.
- One year experience working with individuals experiencing homelessness and individuals who are chronically homeless and/or homeless veterans and other marginalized communities.
- Preferred: Knowledge and experience working with co-occurring populations (chronic health conditions, mental health and substance use)
- Preferred: Understanding of Housing-First model of housing, harm reduction, and homeless services within the service area (King County).
- Ability to maintain clear personal and professional boundaries.
- Experience working with a diverse population, with sensitivity to differences in culture, religion, sexual orientation, race, age, and physical and mental illness.
- Ability to respond responsibly in emergency and crisis situations.
- Ability to communicate well both orally and in written form, and follow detailed instructions.
- Basic computer skills including used of Windows Office Suite programs.
- Current driver's license.
- Ability to accurately record information for required client and staff documentation.
- Ability to effectively interact with clients, co-workers, and volunteers with diverse ethnic and cultural backgrounds and treat each individual with respect, dignity, and compassion.
- Physical ability to lift 25 pounds, sit, stand, bend, reach, and perform cleaning duties.
- CPR/First Aid certified or willingness to secure after hire.
- Pass a criminal background check.
- Associate of Arts Degree, in Social Work, Psychology, Human Services, or related field preferred.

Practicalities

Reports to: Director of Client Services and Shelter

Work station: Sophia's Place: 3032 Bellevue Way NE, Bellevue, WA 98004.

Scheduling and Hours: 30-40 hours/week with opportunity to cover on-call shifts.

Administrative Hours: 8-14 hours/week

Shelter Hour Shifts: 6 pm- 12am

12am-8am

Compensation and Benefits: \$19.00-\$19.50/hour DOE. Benefits include full medical, dental, vision, IRA, and 160 hours of Paid Time Off and 9 paid holidays per year. Staff will receive continued training to enhance their professional development and be eligible to apply for upper level positions in the agency as they become available.

To apply: Please send resume and cover letter to careers@sophiaway.org with Lead Shelter Supervisor in subject line. No phone calls, please.

The Sophia Way is an Equal Employment Opportunity Employer and does not discriminate and is open to all qualified candidates, regardless of race, color, gender, sexual orientation, religion or national origin. We also willingly comply with laws that govern age discrimination, equal pay and sexual harassment.