CAPTAIN
Community Human Services

# JOB DESCRIPTION

**Job Title:** Youth Shelter Administrator (Full Time, Non-Exempt)

**Reports to:** Runaway and Homeless Youth Services Director

**Pay Rate:** $27.80 hour

**Job Category:** Manager Oversee activities for one or more programs for the organization. Often engaged in program client communication. May be responsible for establishing and managing partnerships with public and private organizations, training staff and volunteers and reporting on program outcomes. Duties include research, correspondence, mailings, filing, inputting data, budgeting and maintaining program databases. May supervise up to five (FTE) staff.

**Job Summary:** Responsible for managing all aspects of running the Emergency Youth Shelter which operates 24/7/365 days per year. Responsible for coordinating and/or providing services directed at empowering the residents of the CAPTAIN CHS Youth Shelter to cope with and resolve the problems that have brought them to the Youth Shelter. The Youth Shelter is committed to ensuring that high-risk youth in our community have access to a combination of services which include emergency shelter, supportive services, preventive and aftercare services, and case management.

**Duties and Responsibilities:**

• Oversee and direct the referral, interview and intake process for potential residents in coordination with the Youth Shelter administrative staff.
• Responsible for ensuring day-to-day operations of the Youth Shelter are being completed and direct oversight is provided as needed.
• Supervise the Youth Shelter Care Coordinator as needed to ensure their respective job responsibilities are met, to include monthly supervision meetings and annual performance reviews. In the event of a vacancy, fill in to ensure responsibilities and work is completed.
• Participate in hiring, orientation, training and supervision of Youth Care Workers
• Address any performance issues relating to Youth Care Workers as needed.
• Along with Youth Shelter administrative staff, meet on monthly basis with the Youth Care Workers for training, review of policy and procedure, and other activities and needs of the program.
• Provide annual performance review to Youth Care Workers under direct supervision and participate in all other Youth Care Workers annual performance reviews as necessary.
• Coordinate and integrate community support services with Youth Shelter operations and attend monthly community meetings to promote the Youth Shelter among providers as needed.
• Approve Care Coordinator records on all residents in accordance with OCFS regulatory requirements.
• Ensure that accurate and up to date entries on all databases are completed, including the monthly and quarterly Director's Reports, HMIS, and all other required reporting internally and externally.
• Review daily logs entries made by staff; discuss individual cases with staff and how they can assist in meeting each youth's needs.
• Coordinate weekly case review and shelter team meeting with Care Coordinator.
• Meet weekly with RHY Director to discuss concerns and progress with the Youth Shelter project and performance indicators.
• Participate with other staff in on-call responsibilities to include weekend and overnight on-call responsibilities.
• Complete 40 hours of training annually in accordance with OCFS regulatory requirements.
• Research, plan, coordinate, track and document all training related to Youth Shelter and its staff.
• Document, track and supervise all incident reports.

• Provide contact with Saratoga County Youth and Aging Department through the County RHY Coordinator in all issues regarding the Youth Shelter.
• Coordinate all volunteer group activities at the Youth Shelter; including interns or student volunteers.

**Skills Required:**
• Ability to multi-task, think "outside the box" and act independently to address and resolve as needed program or staffing issues and youth crisis situations.
• Strong computer skills and ability to perform office tasks with Windows platform; to include Word, Excel, PowerPoint and Outlook.
• Effective supervision and leadership skills including strong organizational and interpersonal skills, flexibility and initiative.

**Qualifications:**
• Bachelor's degree from an accredited college or university with three years' experience in the field of human services. At least one year of supervisory experience within the human services field.
• Case management experience is preferred.
• The Shelter Administrator must possess a valid NYS Driver's License, with MVR record acceptable to agency insurance, and provide evidence of appropriate vehicle insurance coverage.
• Strong work ethic.
• Flexibility to work early or late as needed, as well as evenings, overnights and weekends.
• Must be able to lift and carry 30lbs.

**Telecommuting and Remote Work:** Generally, work from home is not a viable option as this position requires significant in-person presence to manage the program. Working from home will be considered in unusual circumstances and only when the Executive Director approves such a request.

**Employer Disclaimer:**
• Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their direct supervisor.
• This job description does not create an employment contract, implied or other than an "at will" employment relationship.
CAPTAIN CHS is proud to be an Equal Opportunity Employer (EOE)

*To apply please send Cover Letter and Resume to the following:

**Nicole Armour**, RHY Programs Director, at nicole@captaincares.org

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