



**CAPTAIN**  
Community Human Services

**Job Title: Shelter Operations Manager (Full Time, Non-Exempt)**

**Program: CAPTAIN Emergency and Runaway Youth Shelter**

**Reports to: Runaway and Homeless Youth Shelter Administrator**

**Job Category:**       **Program Manager** – Program leadership, monitoring and quality assurance. 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 and inputting data, budgeting and maintaining program databases. May supervise up to five staff.

**Hiring Range:**       **\$31,000 - \$39,000 (on-call \$5,000-\$6,000 additional income)**

**Job summary:**

This position is part of the leadership team at the Youth Shelter. The Shelter Operations Manager is responsible for meeting the daily operational needs of the Youth Shelter program. This includes but is not limited to, supervision of Youth Care Workers, residents and general Shelter maintenance. Requires 1-2 years of supervisory experience. This is a full time position with benefits as indicated in the CAPTAIN Community Human Services Employee Manual.

**Job Duties and Responsibilities:**

- Provide crisis assessment, intervention and peer mediation to residents as needed.
- Coordinate tutoring services for residents.
- Monitor completion of resident AM and PM chores.
- Monitor eating habits, hygiene, and behavior patterns of residents.
- Maintain structure of Shelter; i.e. rules, behavior, restrictions.
- Complete Intake Assessments or Discharges as needed per Case Manager.
- Monitor staff to resident interactions.
- Responsible for development and implementation of the staff schedule.
- Provide supervision and management to Youth Care Workers.
- Provide Annual Performance Evaluations of Youth Care Workers.
- Facilitate monthly staff meetings as needed.
- Interview prospective candidates for Youth Care Worker positions.
- Check at least three references for prospective candidates using Reference Check Form.
- Train and provide orientation to all new Youth Care Workers regarding Shelter rules, policies, and procedures.
- Maintain an organized and efficient working environment for all staff.
- Oversee Youth Care Worker Daily Responsibilities.
- Complete 40 hours of training annually in accordance with OCFS requirements.

- Maintain communication with all Maintenance Providers; i.e. pool service, rodent service, Culligan, Time Warner Security.
- Maintain and be responsible for all petty cash and all house receipts.
- Maintain all Shelter office supplies, photocopier and fax machine.
- Maintain and monitor Shelter Van Mileage forms.
- Maintain and Organize all Shelter Reporting forms; i.e. Regional Food Bank and HPNAP reports, Tutor hours, Maintenance records, Communication Logs, Staff Meeting Minutes, Memos, Youth Care Worker Communication, Schedules (Historical), and other reports as needed.
- Weekend and overnight on-call on a rotating basis.

**Qualifications:**

- Associate’s Degree and/or 2 years experience working with disadvantaged youth or a Bachelor’s Degree and 1 year experience working with disadvantaged youth. A High School Equivalency Degree is acceptable with 4 or more years experience working with disadvantaged youth.
- Requires 1-2 years supervisory experience.
- Ability to maintain confidentiality.
- Experience in a residential setting is preferred.
- Valid NYS driver license free of violation marks for the proceeding 3 years and must provide evidence of appropriate vehicle insurance coverage

**Skills Required:**

- Excellent verbal and written communication skills.
- Ability to multi-task and provide professional supervision during crisis situations.
- Ability to be a self-starter and critical thinker that requires limited supervision.
- Strong work ethic.
- Strong computer skills in Windows platform to include Word, Excel, PowerPoint and Outlook.
- Flexibility to work early or late as needed.
- Effective leadership and supervision skills.
- Excellent organizational and interpersonal skills.

**Employer Disclaimer:**

- Employees are required to follow any other job-related instructions and to perform 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.

**Shelter Administrator for Operations Signature:**\_\_\_\_\_ **Date**\_\_\_\_/\_\_\_\_/\_\_\_\_

**Supervisor Signature:**\_\_\_\_\_ **Date**\_\_\_\_/\_\_\_\_/\_\_\_\_