

YWCA of Charleston
Sojourner's Shelter for Homeless Women and Families
Job Description

JOB TITLE: Assistant Director

JOB PURPOSE: To provide onsite guidance and supervision to both staff and residents of the Sojourner's Shelter. Ensure compliance, physical safety, improvements, and overall maintenance of the facility. Promote growth, recovery, and economic and housing stabilization.

ACCOUNTABILITY: Reports to Program Director

STATUS: Exempt

DUTIES AND RESPONSIBILITIES:

1. Be committed to and follow the YWCA of Charleston Employee Handbook as well as the Rules, Procedures and Protocols governing the YWCA Sojourner's Shelter Program including, but not limited to, maintenance of professional boundaries with clients and residents.
2. Provide supervision and guidance to shelter direct services providers/management staff to achieve quality performance, keeping Program Director apprised of program needs, functions, program problems and issues
3. Work professionally with residents, staff and other agencies
4. Manage shelter facility and enforce all rules and regulations
5. Assist Facility Manager to ensure compliance with Health and Fire Department, safety and overall maintenance of Shelter
6. Provide guidance and clear instructions when problem solving between resident and resident, staff and residents and/or staff and staff
7. Maintain accurate usage records of USDA donated foods weekly
Maintain accurate records, required reports and statistical data in a timely fashion
Conduct with residents to, facilitate disputes between residents, respond to grievances/concerns and to discuss violations of shelter guidelines/rules and regulations
8. Accept crisis referrals in person and/or by telephone and make appropriate arrangements
9. Keep weekly inventory of shelter supplies, and purchases with the approval of Program Director
10. Transport supplies when needed
11. Provide Program Director with statistics, invoices and assists with program projects as assigned
12. Assist Program Director with policy and program development
13. Provide the Program Director with information on quality of staff performance
14. Develop monthly staff schedule for non-traditional staff
15. Facilitate bi-weekly "IN HOUSE" meetings with the residents
16. Assist Program Director in hiring and discharging of employees as needed
17. Train new employees regarding shelter activities, guidelines, procedures and responsibilities
18. Attend and participate in all staff meetings, trainings, and other meetings as assigned
19. Other duties as assigned

QUALIFICATIONS:

1. Bachelors Degree in social work or related field, or equivalence in experience
2. Knowledge of homelessness
3. Strong management skills
4. Strong organization and communication skills
5. Knowledge of supervisory administrative management strategies
6. Knowledge of crisis intervention strategies
7. Ability to be flexible in schedule
8. Ability to provide supportive counseling
9. Ability to provide written reports, purchase supplies and maintain records
10. Knowledge of human/social service system and guidelines

PHYSICAL DEMANDS/WORKING ENVIRONMENT:

Regularly required to:

- Stand/walk for long periods of time
- Stoop, kneel, crouch, crawl
- Speak, hear & listen; verbally express ideas, information, & instructions
- Have the ability to work around moderate noise
- Climb stairs
- Lift , pull, push, carry up to ten(10) pounds

Occasionally required to:

- Remain seated in a normal position for a minimum of two hours
- Lift , pull, push, carry up to twenty-five(25) pounds with assistance
- Be exposed to others that may have open cuts or wounds

Rarely required to:

- Be exposed to possibly hazardous airborne materials
- Be exposed to adverse weather conditions
- Use safety precaution when working with electrical equipment

Reviewed 10/2019