

**Community Assistance Network, Inc.**

**canconnects.org**

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| **Job Title:** | **Assistant Shelter Manager** | **Job Category:** | **Non-Exempt** |
| **Department:** | **Shelter Program** | **Job Code/Req#:** |  |
| **Location:** | **Baltimore County** | **Travel Required:** | **Some Travel** |
| **Level/Salary:** | **$17- $19 per hour** | **Position Type:** | **Full-time** |
| **Job Description:** The Assistant Shelter Manager supports the Shelter Manager in ensuring the Shelter Mission, Values and Motto are optimized; ensuring smooth shelter operations by assisting with day-to-day operations including managing volunteers and donations and providing guidance to shelter staff and residents. The Assistant Shelter Manager reports directly to the Shelter Manager. |
| **Job Purpose:** Under the umbrella of CAN, the Homeless Shelter’s mission is to provide a safe, clean, and supportive community which helps stabilize homeless men, women, children and families by promoting self-worth, providing linkages to community resources and encouraging personal responsibility. The Assistant Shelter Manager is responsible for supporting the Shelter Manager and bringing consistency to the shelter’s day-to-day operations. |
| **Duties/Responsibilities:**Reports to shelter manager and maintains clear communication relating to shelter operations. Participates in staff meetings with manager when needed and assist with bringing consistency and unity among shelter staff. Provide staff supervision by maintaining communication with immediate staff and assisting Team Leads with daily challenge; ensure Residents Advocates are doing their jobs in keeping the facility clean and safe and documenting all activities in the logbook.Maintains security of shelter residents by closely monitoring the facility and by following shelter procedures; monitoring logbook; ensuring the entrance of the shelters is staffed properly and walking through the facility checking resident rooms, bathrooms, the kitchen area and outside on a routine basis. Collaborate and monitor progress of all residents at shelters in accordance with the Resident Guidebook; this includes ensuring that all residents are adhering to all shelter rules and doing their chores on time; confronting behaviors and writing disciplinary action forms as necessary. Processing and handling resident warnings/violations. This includes adhering to the disciplinary action outlined in the Resident Guidebook. Assist the Shelter Manager in planning, preparing, and administering the shelter operating budget. Develops and manages appropriate reporting mechanisms to maintain financial records. Ensures all financial paperwork is complete and accurate.Supervise and promotes safe and healthy environment for shelter residents. Provide crisis intervention as needed; De-escalating situations and quickly resolving conflicts between residents; being sensitive to recognize symptoms of those who have severe mental health disorders and mental breakdowns.Work with the Shelter Manager and other staff members in appropriately updating and maintaining Human Management Information System (HMIS) entries and exits. Update and maintain the Shelter Resident Chore list; overseeing the compliance of shelter residents completing daily chores for AM and PM and taking appropriate action as needed.Assist the Shelter Manager in the oversight of the shelter kitchen making sure resident meals are prepared on time and in compliance with the State of Maryland regulations; and ensuring the kitchen area is properly managed and the freezers, refrigerator, pantry, and workspaces are clean and orderly.Manages shelter office and prepares general correspondence, answering telephones, operating copiers and office machines, sorting mail and other general office work, as necessary.Maintain a safe and clean shelter environment for guests (including keeping offices, reception areas, and the kitchen clean and uncluttered).Maintains Shelter Events Boards in shelter and prepares monthly Activity Calendar. Ensures sign-up sheets and postings for events are on boards in shelter.Participates in community relations and fundraising activities as needed.Performs other duties as assigned.  |
| **Skills/Qualifications:*** Minimum: AA Degree required or equivalent work experience. Bachelor’s Degree preferred.
* Experience in working with the homeless or at-risk populations is preferred. Management experience in lieu of a degree will be considered.
* Effective interpersonal, verbal, and written communication skills; Strong organizational skills; Ability to work under pressure; Ability to work independently and as part of a team; Self-motivated.
* Computer literacy and experience with Microsoft Office.
* Valid State of Maryland driver’s license and transportation required.
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I have read and do understand and accept the responsibilities as the **Assistant Shelter Manager** of the Community Assistance Network, Inc. (CAN).

Signed\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_