

Job Class Title: Shelter Wellness Supervisor

BASIC FUNCTION:

To supervise and lead the activities of the shelter wellness assistants at designated Ramsey County facilities; direct the work of shelter wellness staff, maintain documentation of daily activities and events; assist in scheduling shifts and assigning duties; act in a manner that allows for the resolution of issues and/or concerns that are decisive and timely; and perform related duties as assigned.

EXAMPLES OF WORK PERFORMED:

1. Promote a diverse, culturally competent, and respectful workplace.
2. Direct and lead the work of shelter wellness assistants by assigning duties, scheduling shifts, and providing work guidance.
3. Assist and engage in proactive problem solving and solution implementation to issues or concerns as they arise in a timely and decisive manner; and always ensure the safety and security of residents and staff.
4. Assist in developing and implementing policies and procedures that meet operational goals and support the mission and vision of the designated facility.
5. Maintain accurate documentation of daily activities and events; and maintain inventory of supplies.
6. Monitor and evaluate staff performance; assume onsite responsibility for shelter operations.
7. Assist shelter wellness assistants in the performance of their duties, as necessary.
8. Coordinate and manage the ordering, set-up and delivery of food to each facility.
9. Coordinate and manage the performance of custodial duties such as collecting and disposing of trash; cleaning and disinfecting rooms, bathrooms and common areas; cleaning county vehicles; vacuuming/sweeping; and performing laundry duties as necessary.
10. Provide other duties as assigned to facilitate daily operations and maintenance of the facility to meet the basic needs of residents served.
11. Drive County-owned vehicles to transport County residents to and from shelter facilities, depending on assignment.

(The work assigned to a position in this classification may not include all possible tasks in this description and does not limit the assignment of any additional tasks in this classification. Regular attendance according to the position's management approved work schedule is required.)

ESSENTIAL FUNCTIONS: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11.

SUPERVISOR/MANAGERIAL RESPONSIBILITY:

Supervise approximately up to 50 shelter wellness assistant staff.

INTERNAL/EXTERNAL RELATIONSHIPS:

Daily contact with residents while managing shelter operations; shift workers regarding activities and events for the shift/day; Weekly contact with management staff to report on activities/events, policy/procedure developments or implementations. Ongoing contact with community/partner organizations.

IMPACT ON SERVICES/OPERATIONS:

Impacts on the efficient use of staff and other resources; on the cleanliness, appearance, and safety of the shelter facility. Proper performance results in adequate staffing to complete tasks, a well-trained staff, the proper cleaning and sanitation of assigned work areas, and the wellbeing and safety of staff and residents. Improper performance results in inadequate staffing unable to perform the essential functions of their position, safety concerns for residents and staff, improper cleanliness of the facility which could increase the risk of injury, lead to unsanitary conditions, including spread of disease and infection to residents and staff, and wasted resources. Improper performance may also lead to damaged relationships with partner organizations and the community the department seeks to serve.

WORK ENVIRONMENT:

Work is performed in a designated shelter facility, such as a church or local recreation center. Work involves standing, walking, bending, stooping and climbing; and lifting items weighing up to 50 pounds; may push items weighing up to 100 pounds or more while moving carts or similar devices. May be exposed to communicable diseases while cleaning in facility areas; may have exposure to cleaning products which may be irritating to the skin or harmful if inhaled. Work involves exposure to cold weather conditions, dampness, odors from soiled clothing, dust, and noise.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Knowledge of supervisory principles and practices.
- Knowledge of infection control measures.
- Knowledge of safety measures to use when cleaning.
- Knowledge of department procedures relating to purchasing, storekeeping, stocking and maintaining inventory records.
- Knowledge of Client Tracking System.
- Knowledge of client centered practice and trauma informed care.
- Skill in supervising and evaluating the work of subordinates.
- Ability to train others in the use of cleaning equipment and supplies.
- Ability to communicate effectively with residents and coworkers.
- Ability to make sound decisions and respond to issues or concerns in a positive and proactive manner.
- Ability to maintain positive working relationships and work cooperatively with staff, leadership and coworkers.
- Ability to deescalate conflict and contribute to a safe, welcoming environment.
- Ability to understand, interpret, and implement applicable county rules and policies.
- Ability to effectively communicate written and oral instructions.
- Ability to use hand tools and mechanical instruments.
- Ability to coordinate staff schedules to ensure appropriate levels of coverage.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal state and local standards.
- Ability to work overnight shifts.
- Ability to work in prolonged cold weather conditions.
- Ability to lift 50 pounds and push items weighing up to 100 pounds.
- Ability to stand and walk for prolonged periods of time.
- Ability to bend and stoop continually while performing duties.

MINIMUM QUALIFICATIONS:

Education: Sufficient to provide the knowledge required. May have obtained these skills through completion of a High School Diploma or equivalency.

Experience: One year of experience working in a shelter environment; or working with homeless populations; or in a similar situation involving care and support of vulnerable adults/youth.

Other: Ability to work overnight shifts. Must be 18 years of age or older.

Substitution: None.

Certifications/Licensure: Driver's License valid for the class of vehicle to be driven.