



## Front Steps – Job Description

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**Job Title:** Assistant Shelter Operations Services Director    **FLSA:** Exempt (40 hours per week)

**Department:** Shelter Services

**EEO Job Classification:** First/Mid Officials  
& Managers

**Reports to:** Shelter Services Director

**Last Revised:** September 21, 2018

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### Position Summary:

The Assistant Shelter Operations Services Director is an integral role within the Shelter Services Department and is primarily responsible for assisting the Shelter Services Director with the development, implementation and coordination of housing-focused operational services at the Austin Resource Center for the Homeless (ARCH). As part of our critical role as a low-barrier shelter for adults experiencing homelessness, the Assistant Shelter Operations Services Director supervises the Shelter Operations Managers to oversee that the day-to-day operations of the shelter promote a safe, welcoming, and clean environment for clients, staff, and visitors to the facility. This position serves as a resource and leader to the Managers, Client Services Specialists, and other personnel within the department. This role also supports the Shelter Services Director with developing, implementing, documenting, and routinely updating various training protocols for personnel. This position is also responsible for ensuring that relevant client services data is entered accurately and within designated time frames by staff into any and all client data/usage tracking systems, and aids the Shelter Services Director in tracking and monitoring client usage, statistics, and outcomes of various services. This position will also maintain working knowledge of other areas within the department.

### Duties, Functions, and Responsibilities:

- Assist the Shelter Services Director in developing, implementing, coordinating, and evaluating operational services provided at the ARCH as well as outreach efforts in the surrounding area.
- Supervise the Shelter Operations Managers and Homeless Management Information System (HMIS) Coordinator in their management of personnel under those divisions. Duties include hiring under the Shelter Services Director's direction, then training, mentoring, supporting, and evaluating staff in the performance of their duties, including the provision of services to clients, ensuring a safe and welcoming environment, and knowledge of agency policies and procedures.
- Provide initial and ongoing training for personnel within the department as well as within the Shelter Operations Services division. Support the Shelter Services Director and Director of Operations in updating the Standard Operating Procedures for the facility. Assist the Shelter Services Director in finding or creating relevant individual and/or group trainings and/or resources for staff on topics including mental health, substance use, trauma-informed services, and crisis interventions.
- Promote a housing-focused, temporary environment for clients, and ensure that staff provide and connect clients with resource information regarding services offered at the facility through housing-focused case managers, co-located partners/other service entities, and other divisions as part of the agency's efforts to offer clients solutions to resolving their homelessness as quickly as possible.
- Ensure that services are provided to clients in an orderly and respectful manner in accordance with the agency's policies and procedures. Supervise Shelter Operations Managers as they utilize and also train front-line personnel in positive relationship management and appropriate boundaries with clients to manage the flow into, throughout, and out of the facility while taking part in encouraging clients to be focused on their housing-related goals.

- Create, implement, and manage staffing levels for the shelter to ensure that consistent coverage is in place to provide services to clients.
- Ensure that staff maintain a clean and safe shelter environment by de-escalating or responding to crisis situations in a professional and respectful manner, engage the support of emergency services when needed, and document any such incidents according to the agency's standards. Maintain working knowledge of security procedures and operation of X-Ray, metal detector, and other safety-related equipment.
- Adhere to and enforce agency policies and procedures to ensure compliance with federal, state, and local regulations and to ensure the safety of clients and staff.
- Conduct yearly performance evaluations, and work closely with the Shelter Services Director for situations warranting warnings, performance improvement plans, and terminations, when deemed necessary.
- Facilitate regular meetings to discuss service provision, operational needs and progress, and participate in the development of new procedures and programming as needed. Provide individual supervision to Shelter Operations Managers and the HMIS Coordinator on a regular basis. Due to the nature of this 24/7/365 facility, meetings and trainings will involve some evening and/or weekend hours.
- Assist the Shelter Services Director with addressing client concerns in a timely, respectful, and professional manner.
- Work with the HMIS Coordinator to manage and ensure the accuracy of data collection and prepare various reports.
- Provide support to the Shelter Services Director in the collection and analysis of data related to client outputs and outcomes. Monitor that various personnel are meeting data entry and documentation standards. Work with the Shelter Operations Managers to improve outcomes when needed.
- Identify gaps in client service delivery and potential resources to fill said gaps. Research and implement ways of improving service delivery methods.
- Under the supervision of the Shelter Services Director, assist in creating the budget and monitoring expenditures to ensure that the division operates within budget limits.
- Attend management team meetings, while contributing ideas to the overall effectiveness of the organization, and participate in the organization's strategic planning.
- Participate in interagency case management and departmental collaborations to communicate about resources, share information, and problem-solve difficult client issues.
- Work with Shelter Services Director to collaborate with co-located and community agency partners in the provision of housing-focused services to clients.
- Represent the organization in the community in a professional manner.
- Attend to the business needs of a 24/7/365 facility, which will involve some evening and/or weekend hours, as well as on-call availability.
- Occasionally fill in for Shelter Operations Managers' shifts as-needed.
- Assist with other agency special projects as needed, including staffing special events and providing coverage for agency programs.
- Perform other duties as assigned.

### **Minimum Qualifications:**

- Bachelor's degree in Social Work or related field. Professional experience in the field or closely related field, along with administrative/supervisory experience and increasing responsibilities, may be considered in lieu of formal education.
- 3 years of professional experience supervising others.

- 3 years of professional experience working with those at-risk, currently experiencing, or those formerly experiencing homelessness, or other closely related special needs population(s).
- Ability to properly schedule staff to meet the needs of a 24/7/365 facility.
- Demonstrated ability to perform tasks and manage multiple projects with the ability of being detail-oriented as well as developing measurable project strategies.
- Strong ability to exercise discretion and independent judgment, and the ability to address confidential and time-sensitive issues.
- Strong ability to establish rapport, trust, and boundaries with clients, and guide others in doing the same.
- Strong organizational skills, with the ability to respond to deadlines in a timely manner.
- Ability to work in a high stress, fast-paced environment while maintaining a calm and professional demeanor.
- Knowledge of training and development strategies, methods, and delivery strategies.
- Effective oral and written communication skills.
- Proficient in the use of Microsoft Office products on a PC platform, including, but not limited to: Word, Excel, Outlook, PowerPoint, etc.
- Strong ability to work independently with minimal supervision.
- Reliable transportation.

#### **Physical Requirements:**

- Ability to lift a minimum of 50 lbs.
- Ability to stand, sit, walk-around, use stairs, and navigate a physically dynamic environment for on-going station rotations throughout shift.

#### **Preferred Knowledge, Skills, and Abilities:**

- Master's degree in Social Work or related field. Professional experience in the field or closely related field, along with administrative/supervisory experience and increasing responsibilities, may be considered in lieu of formal education.
- 5 years of professional experience supervising staff within a shelter or other round-clock facility.
- 5 years of professional experience working with those at-risk, currently experiencing, or those formerly experiencing homelessness, or other closely related special needs population(s).
- Knowledge of psychosocial theory, methods, and ethics. Solid understanding and support of Housing First Model, Harm Reduction Model, and Motivational Interviewing, and the ability to educate others in these modalities.
- Knowledge of local, state, and federal laws and regulations that govern the administration of agency programs as well as employment practices.
- Demonstrated skills in establishing and maintaining effective working relationships with senior-level administrators, management and other staff, community partners, governmental and other agencies, clients, and the public.
- Experience with CoC (Continuum of Care) functions.
- Experience with HMIS (Homeless Management Information System) functions.
- Demonstrated experience in budget development and fiscal management.
- Knowledge of, and strong working relationship with, community partners.
- Bilingual (Spanish and English and/or ASL and English highly preferred).