

CHILDHAVEN, INC.

JOB DESCRIPTION

JOB TITLE: Shelter Shift Supervisor
FLSA STATUS: Non-exempt – Hourly
REPORTS TO: Shelter Program Director or Designee
HOURS: Full-time On-Call position with varying shifts/hours

GENERAL STATEMENT OF DUTIES: The Shelter Shift Supervisor manages the operations of the shelter on the shifts assigned.

PRIMARY DUTIES:

Client Management and Advocacy

1. Ensure the safety of clients on shifts.
2. Plan and orchestrate daily schedule for younger/older clients.
3. Uses developmentally appropriate practices, setting boundaries with clients, incorporating positive discipline in a Nurtured Heart Approach (NHA).
4. Leads in crisis situations, utilizing de-escalation techniques with clients and Crisis Prevention Intervention (CPI) techniques.
5. Coordinate transportation of children to and from school, medical appointments, activities, etc., assuring sufficient number of drivers to handle daily transportation of children in Childhaven vehicles.
6. Dispense medication to the appropriate children in accordance with NM Pharmacy guidelines, keep focus on any external appointments that are time specific.
7. Communicate timely with case workers and other entities regarding approval of admissions, time of intakes/discharge, visitation/phone calls and status of children in care.
8. Provide necessary information to Case Manager to assure individualized Care Plans per child/youth.

Staff Management

1. Supervise and support Youth Advocates (YAs), Person-in-Charges (PICs), volunteers, and cooks. Support staff in the implementation of clients' daily routine by providing direct oversight. Shift supervisors spend most of their shifts in a location where they are in a direct line of sight/earshot of clients and staff. Ensure staff are given breaks throughout the shift as needed.
2. Train and coordinate the training of YAs and PICs and ensure that all state regulations and Childhaven procedures for employment are met including line of sight supervision of uncleared staff with Red Badges while awaiting their final background check clearance.
3. Assures all shelter staff attain documented annual training hours and certificates (24 hours of training each fiscal year, including trauma training requirement).
4. Communicate with supervisor/staff on prior, current and next shift.
5. Minimize overtime for self and staff by notifying the Shelter Director if over 40 hours in one week. All overtime requires the Shelter Director approval.
6. Perform on-call duties to assure proper coverage and to oversee the work of the YAs and PICs. Assure proper staff to child ratios and staff coverage by:
 - a. Approving staff time-off requests.
 - b. Implementing and adjusting weekly work schedule for YAs, PICs and other Shift Supervisors.
7. Conduct timely staff performance evaluations and meet biweekly with their supervisees to coach them and ensure ongoing development as YA and PIC.
8. Give immediate corrective feedback to shelter staff and assist the Shelter Director with staff disciplinary action.

Compliance and Quality Assurance

9. Attend and be on time for all assigned shifts, trainings and staff/supervisor meetings. Shift Supervisors are expected to facilitate staff meetings.

10. Review and edit written communication and incident reports to ensure documents are submitted on time and adhere to procedure.
11. Complete all shift checklist duties, client notes on extended Reach, and incident reports (IRs) by the end of shift.
12. Assure all meals and snacks are timely and Daily Services Menus are documented by end of shift.
13. Notify maintenance of any identified facility or safety issues and complete an IR by end of shift.
14. Update the Shelter Procedures and Practice Guides frequently to assure clarity for shelter staff.
15. Work with a Continuous Quality Improvement (CQI) mindset, to identify any areas of the facility needing attention to assure Childhaven shelter facility is safe and running in accordance with the relevant Childhaven policies and procedures and state regulations for residential shelter care. Report areas of improvement to the Shelter Director.
16. Follow the Shelter Director's feedback and directives. Other duties assigned to assure the smooth operations of the shelter.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Strong program management and supervisory skills.
- A good working knowledge of child development and developmentally appropriate practices for children and youth ages 0 -17.
- Understanding of community services and social services delivery systems.
- Crisis management and de-escalation skills; Ability to use NHA and CPI techniques in a shelter setting and model the techniques to staff and clientele.
- Effective verbal & written communications skills with persons of diverse backgrounds.
 - Positive and polite communication skills to interact professionally with children, staff, parents, donors, and other agency professionals.
- Experience with database software.
- Cultural awareness and sensitivity: Skilled in working with a population diverse in ethnicity, race, religion, socioeconomic background, physical and/or mental ability, sexual preference, and gender identity/expression.

QUALIFICATIONS:

1. Education and experience:
 - a. High School Diploma and 5 years of relevant experience in a Human Services related field (or)
 - b. Bachelor's degree and 1 year experience in a Human Services related Field.
2. Must pass local, state, and federal background checks (including fingerprints).
3. Must have reliable transportation and ability to become a driver for Childhaven (age 25 or older with a current and valid NM Driver's License, and a clean driving record).
4. Abide by state licensing regulations and standards, and Childhaven policies and procedures.
5. Able to lift 50 lbs.
6. 24 hours of continuing educational certificates, including trauma training, annually with an additional 4 hours of supervisory training.
 - a. Must obtain and maintain CPR/First Aid, NHA and CPI certifications.
7. Ability to empathize with children and assure their safety and well-being.
8. Demonstrated ability to work effectively with children in a trauma-informed manner.
9. Ability to lead in crisis situations.
10. Assure all necessary information is up to date in your personnel file.