

# LT. COL. MATT URBAN HUMAN SERVICES CENTER OF WNY

## JOB DESCRIPTION

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<b>JOB DESCRIPTION TITLE:</b>	<b>OPERATIONS MANAGER</b>
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Supervisor:	Hope House Director
Location:	Matt Urban Hope House-356 Genesee Street
Education Requirements:	Bachelor's Degree in related field
Work Experience Requirement:	3+ Years' experience working in human services and administrative assistance

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### Responsibilities:

- Census Report: Maintain daily census and provide data to Director no later the 3rd of each month
- CACFP Report: Maintain monthly CACFP food report and provide data to the Director no later than the 3rd of each month
- CACFP: Oversee CACFP Grant, DDI's and Binder documentation to ensure compliance with Grant requirements
- Food Bank Reports: Complete Food Bank Report by the 5th of each month
- Ordering: Complete all shelter orders including but not limited to, Food Bank, Dobbmeyer and Office Depot; and submit for director's approval
- Bedsheets: Complete bed sheets each morning and determine clients who have not returned (NR) to shelter. Communicate (NR) to DSS Homeless Team Worker by email.
- Scheduling: Oversee scheduling for security and CHW's including taking call offs, documenting time off and finding appropriate staff to cover shifts.
- Timesheets: Once timesheets have been approved by the director, ensure all staff have signed timesheets and submitted Time Allocation forms. Once all forms are complete forward to Accounting.
- Training: Research monthly trainings and organize CHW attendance & building coverage.
- Events: Update staff calendar with important events and organize all staff attendance and building coverage.
- Audits: Randomly audit client files to ensure all documentation and case notes are in compliance with HUD regulations
- New Employees: Train all new Hope Hope House employees on policies, procedures and HUD requirements.
- Complete State regulation background checks on all shelter employees and submit all paperwork to Chief of Operations.
- Abide by all policies & procedures of the Lt. Col. Matt Urban Center of WNY
- Represent Lt. Col. Matt Urban Center of WNY appropriately in the community
- Other duties, as required.

Please submit a resume and a cover letter to Christal Guthrie at  
cguthrie@urbanctr.org