



JOB DESCRIPTION TITLE:	EMERGENCY SHELTER SUPERVISOR
Supervisor:	Hope Services Director
Location:	Hope House – 586 Genesee Street, Buffalo NY 14204
Education Requirements:	Bachelor or Master of Social Work or Psychology
Work Experience Requirement:	3+ Year experience working in human services, with emphasis on vulnerable populations

Responsibilities:

The essential functions include but are not limited to ...

- Maintain a safe, supportive Trauma Informed environment within the shelter.
- Monitor facility to maintain safety of clients and shelter space.
- Assist clients with shelter routines.
- Support clients in following all shelter procedures.
- Help clients work through conflict with others living in the shelter.
- Keep shelter clean, restocked and up standards based on state regulations.
- Communicate observations and interactions with clients to Shelter case manager and shelter management through documentation in the Homeless Management Information System.
- Intervene in client crises under the direction of shelter management.
- Provide Supervision for shelter staff.
- Remain up to date with all Grants received including regulations, policies and procedures.
- Participate in program, Department and agency meetings and relevant trainings as required, as well as inter-agency groups that provide assistance and advocacy.
- Complete monthly reports as advised by Director.
- Adhere to agency policy, procedures and professional code of ethics.
- Complete all duties as assigned. Other duties as required.

Qualifications:

- BSW, MSW or Psychology Degree and related field, or equivalent experience.
- One- year experience working with homeless population. Experience working with homeless women preferred.
- Ability to maintain clear personal and professional boundaries.
- Ability to work effectively in constantly changing and sometimes demanding or chaotic environment.
- Experience working with a diverse population, with sensitivity to differences in culture, religion, sexual orientation, race, age, and physical and mental illness.
- Ability to remain alert and on duty throughout shifts.
- Ability to respond responsibly in emergency and crisis situations.
- Ability to communicate well both orally and in written form, and follow detailed instructions.
- Computer skills including use of Windows Office, Microsoft Word, Microsoft Excel with the ability to easily navigate through software programs.

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

The Matt Urban Center is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status.