**CHATTANOOGA ROOM IN THE INN**

# **JOB DESCRIPTION**

**POSITION TITLE: Program Shift Manager STATUS: Non-Exempt**

**REPORT TO: Lead Shift Manager DATE REVIEWED: 9/22/21**

**SALARY: $13-$15 Per Hour DATE REVISED: 12/21/21**

**(Based on experience)**

**Job Summary:**

To provide for supervision and care of program participants and their children. Perform all other duties and assignments as indicated by the Executive Director (or delegate). This position is either 1st shift (8 am – 3:30 pm) on weekends and agency holidays, 2nd shift (3:30 pm – 11 pm on weekends and agency holidays, 5 pm -11 pm weekdays) and/or 3rd shift position (11 pm to 8:00 am) each day. Third shift scheduled days vary for rotation of weekend shifts.

**Key Functions:**

* Program Operation - Assist the Executive Director (or delegate) with all duties and responsibilities necessary to ensure an efficient and effective agency operation and delivery of services. Storage of inventory and distribute supplies, food and other purchased materials.
* Safety/Security - Taking the necessary measures and, following policies/procedures to ensure safety and well-being of all program participants and a secure and safe facility. Conduct fire drills and severe weather drills.
* Facility Hygiene - Cleanliness and order throughout the facility, including proper regulation of household supplies and report needed repairs, damaged items or structure, and suggest improvements. Supervise chore completion and instruct program participants on how to complete chores. Must know universal precautions when encountering the responsibility of the clean-up of bodily fluids.
* Relationships - Assist in the promotion of healthy team development and functioning. Attend supervision, team meetings and training. Initiation of communication on an on-going basis with all agency staff regarding participants, facility or assignments. This applies to relationships with volunteers.
* Confidentiality - Ensure confidentiality of information related to participants, agency personnel, and other information of a confidential nature.
* Record Keeping – Provide record keeping duties such as program log, time sheets, repair requests, client related reports, and other paperwork assignments.

Shift Specific Responsibilities:

*1st Shift Key Responsibility Areas:*

* Food Preparation - Assist families and volunteers with food preparation and ensure the provision of special diet requirements.
* Sort supplies and discard surplus items by donating or throwing away.
* Assist Coordinator of Volunteers with any volunteer work groups scheduled during shift.

*2nd Shift Key Responsibility Areas:*

* Food Preparation - Assist families and volunteers with food preparation and ensure the provision of special diet requirements.
* Monitor curfew, quiet-hour, and lights-out compliance.

*3rd Shift Key Responsibility Areas:*

* Complete inventory of household supplies including, but not limited to: cleaning, hygiene, bed & bath, health and laundry supplies. Notify appropriate staff when supplies are running low.
* Monitor lights-out compliance.
* Anticipate and be available to open door for participants working different shifts.

**Qualifications:**

* Minimum Education and Experience: High school graduate or GED/HiSET equivalent. Successful completion of business training or college level business courses preferred. Experience in general office procedures, use of computer, report writing and organizational skills. Previous work in human services or related field helpful.
* Ability to work within the framework of the agency and to follow and adhere to established agency procedures.
* Ability to interact with participants with a Trauma-Informed Care (TIC) approach. Acceptance of agency objectives/mission and appreciation of services provided.
* Capacity to communicate well, use good judgment, possesses leadership ability, and serves as a role model for participants.
* Ability to evaluate own performance, recognize and control biases and organize own time and effort to meet requirements of the job.
* Clean background check. Criminal histories will be considered on a case-by-case basis: however, pending criminal charges may result in disqualification for position.
* Verification of citizenship or eligibility to work in the United States as outlined under Immigration Reform and Control Act of 1986.
* Must have reliable transportation to ensure prompt attendance.
* Ability to produce written communication, documents and reports utilizing agency computer hardware and software.
* Must be able to climb steps to ensure safety throughout the facility.
* Must participate in training.
* Must be able to see; hear; talk and write. Must be able to dial phones and operate computers.
* Must be able to work independently and as a member of a team.
* Must be able to effectively perform with minimal support.
* Must be able to read and comprehend; retain and follow oral and written instructions; exercise good judgment; and set priorities.

**Additional**

* The Executive Director, or supervisor, may direct employee to complete other tasks not mentioned specifically above. The organization reserves the right to modify job duties or change them at any time, should circumstances dictate such changes are necessary to carry out its mission.
* Nothing in this description changes the “at will” employment status of this position.
* This position is based at the organization’s facility. Off-site activities may be required for training purposes.

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Chair, Program/Personnel Committee Date