



JOB TITLE: Shelter Manager
REPORTS TO: Programs Director
STATUS: Exempt/Full-time

POSITION SUMMARY:

Responsible for the overall management and day-to-day operations of the Men's and/or Women & Children Shelter facilities of the Montana Rescue Mission. There are four major areas of responsibility for this position: 1) Staff and Volunteer Management 2) Developing and maintaining an atmosphere that encourages and supports spiritual growth and development 3) Direct guest interaction to support MRM programs and activities, and 4) Working with the Maintenance Staff to insure that the facilities are safe and sound so that programs, services and activities of the Shelter can be accomplished.

ESSENTIAL FUNCTIONS:

- Recruit, train, oversee and evaluate direct reports. Handle scheduling, approve over-time, maintain attendance records and oversees time-off requests, discipline and provide correction as warranted.
- Work with the appropriate Support Services Staff to maintain the Shelter building, grounds and vehicles in a clean, efficient and cost-effective manner.
- Recommend major repairs to buildings and vehicles to Maintenance Supervisor.
- Work with MRM guests and Program Participants as part of work therapy assignments. Provide encouragement, instruction, and feedback.
- Work collaboratively with HR and Programs Director to ensure that job descriptions for staff are accurate and up to date.
- Lead the development of the Guest Services Policy & Procedure Manual and enforce all MRM Guest policy and guidelines.
- Shall be the first-on-call for shelter emergencies pertaining to needs of the MRM guests or security issues. Will then notify management staff as needed.
- Participate with the Program Director to create an annual budget and for the oversight of that budget.
- Collaborate with Program Director on the delivery and facilitation of all programming. Assist in the development, implementation, and administration of all long-term MRM programs including chapel services, Bible studies and special events for guests.
- Cooperate with outside agencies referring guests for outside care and basic social service providers.
- Oversee gathering and reporting of statistical information as requested by MRM Office including the required online data program.
- Serve on-call, on weekends, evenings, on a rotating / as needed basis.
- Occasionally be willing to speak to outside groups.
- Attend and/or conduct weekly staff meetings.
- Attend outside training as required for job and as directed by supervisor.
- Other duties as assigned

SKILLS/QUALIFICATIONS:

- Mature Christian who has a heart to work in a ministry environment that reaches out to the poor, homeless, addicted, and mentally ill.
- Able and willing to model Christ-likeness in word and deed
- Ability to relate to and consult creatively and effectively with staff, guests, co-workers and superiors.
- Evidence of creativity, innovation and vision.
- Working knowledge of the Bible and discipleship strategies.
- Knowledge of physical plant operations and procedures
- Good knowledge of Microsoft Office products, database management and Internet utilization
- Able to develop and refine procedures to fulfill policy and goals of MRM.

- Ability to provide leadership and inspire the confidence of others.
- Evidence of sound decision making abilities.
- Ability to communicate ideas and concepts effectively and respectfully

A commitment to Biblical peacemaking

- Excellent attitude, personable, friendly and courteous
- Valid Montana Driver's License; ability to be insured by MRM vehicle insurer

PHYSICAL FACTORS/WORKING CONDITIONS

Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%

The majority of this position requires work indoors

Work will involve interactions with a diverse guest population and may continuously involve working with people who struggle with mental illness, addiction, may be under the influence of alcohol, and/or have poor personal hygiene. - *Frequently*

- Sit, stand, bend, stoop, walk, use stairs – *Frequently, on a rotational and on-going basis*
- Talk and hear – *Continuously*
- Reach with hands and arms – *Occasionally*
- Lift and/or move up to 40 pounds. - *Occasionally*

SUPERVISORY RESPONSIBILITIES:

This position directly supervises Guest Services Associates.

EDUCATION/EXPERIENCE:

Bachelor's degree in a related field

Three (3) or more years of related experience

Coursework or specialized training related to addiction, poverty and/or mental illness highly desirable.

Requirement:

Montana Rescue Mission is a privately funded 501 (c)3 non-profit, evangelical Christian ministry. Our designated purpose is religious and we are a Christ-centered ministry which is dedicated to sharing the Gospel by being an exemplary provider of effective and efficient solutions for those we serve, from a distinctly Christian perspective. We consider every position to be essential in the fulfillment of our ministry and Mission Statement. As such, each employee must have a relationship with Jesus Christ as their personal Savior and Lord. All employees must:

- *Be able and willing to share the Gospel and participate in the spiritual activities of Montana Rescue Mission including leading/participating in prayer, devotions, bible studies, etc.;*
- *Subscribe to Montana Rescue Mission Statement of Faith, Core Values, and Qualifications for Employment upon hire and continuously while employed;*
- *Adhere to the Montana Rescue Mission Employee Handbook.*

My signature below acknowledges that I have read and understand the job description as described herein. I understand that this job description is not all-inclusive.

_____ Signature

 Printed Name Date