

HopeWorks Shelter Director (\$50,000-\$60,000)

HopeWorks is searching for a Shelter Director responsible for overall implementation of the HopeWorks Day Shelter (the largest in Albuquerque) and coordination of all allocated resources in a manner emphasizing a sense of community among staff, clients, and volunteers. The chosen candidate will be able to refer homeless clients to agency services. Responsible for directing staff and volunteers.

ESSENTIAL DUTIES:

Program

1. Manage day-to-day operations of the Day Shelter, including fostering a safe, welcoming space for clients and staff alike.
 - a. Work to increase efficiency and work flow.
 - b. Motivate staff and create a strong work culture and morale.
 - c. Maximize existing resources and identify partnerships to increase sustainability.
 - d. Support and enhance current agency culture (see HopeWorks' [Statement of Intense and Profound Love](#)).
2. Manage breakfast, lunch, and evening meals.
 - a. Oversee the existing meal provider and volunteer program and provide support as needed to Kitchen Manager and Development staff.
3. Assign program responsibilities to shelter staff and provide direct supervision of staff.
 - a. Consistently engage staff to provide dignity and respect to all clients.
4. Conduct periodic program and satisfaction surveys to determine effectiveness of services and make program revisions as needed.
5. Assess and evaluate program clients for substance use disorder and mental health issues and make appropriate referrals to agency services.
6. Oversee distribution of shelter resources.
7. Product and service ordering: Sysco, Coffee, supply inventory, etc.
8. Oversee client data collection/monitoring process and be able to pull data reports and provide statistics as needed. This includes monthly reports connected to the TFAP food program.
9. Maintain safe, clean and comfortable environment in shelter, kitchen and immediate areas, including patio, parking lot, and street entrances through regular cleaning. Implement and execute Standard Operating Procedures (SOPs) to ensure efficiency and consistency in service delivery.

Administration

1. Oversee petty cash, check requests, and general spending.
2. Review and submit timesheets for all shelter programs.
3. Assist Development department as opportunities present.
 - a. Ensure quarterly reports are completed accurately and timely.
 - b. Ensure that all grant information required by Development is provided accurately and timely.
4. Maintain shelter demographics for use in funding requests.
5. Prepare monthly, quarterly, and annual reports for all funding sources, as appropriate.

Public Relations

1. Conduct tours in tandem with Development and Co-CEOs for all interested people, explaining programs offered.
2. Working with Development, communicate to the general public in-kind needs of shelter.
3. On occasion, provide information to our media partners as approved by the Co-CEOs.

Other Duties

1. Enforce City/State regulations for health and safety.
2. Ensure safety of clients, staff, and volunteers with respect and dignity toward clients at all times.
3. Carry out all job duties in a manner that is consistent with HW mission, philosophy, and policies.
4. Duties may be changed based on agency needs.

QUALIFICATIONS:

1. Bachelor's Degree in human services field plus 2 years of experience in human services field (working with homeless or severely disadvantaged populations, those with substance use disorder or mental illness).
2. Minimum of 2 year of supervisory experience.
3. Ability to direct and work with teams and racially and culturally diverse populations.
4. Good interpersonal, conflict resolution and crisis intervention skills.
5. Knowledge of community resources.
6. Bilingual preferred.

PHYSICAL REQUIREMENTS:

1. Obtain CPR and 1st aid certifications within 90 days of hire,