



*Uniting Partners
for Women and Children*
425 S 2nd St, Suite 100
Louisville, KY 40202
(502) 384.0001

Shelter Manager

This is a full time in person position (32+ hours per week) operating during business hours 8:15-4 Monday, Tues, Wednesday, and Friday. Thursday will evolve as the program grows. This manager reports directly to the Director of Operations.

THE OPPORTUNITY

The Shelter Manager is responsible for leading the frontline shelter staff in daily operations, supervising shelter staff and maintaining community partnerships while working with security to promote a safe environment for staff and guests. This position ensures compassionate and efficient provision of services to clients, while supporting the agency's mission.

Key Responsibilities

- Offer a welcoming face of warmth and hospitality to all guests, volunteers, vendors, donors, and staff.
- Build relationships with local service providers like soup kitchens, job training programs, and other shelters for continued partnerships to help expand the resources and referral options available to shelter clients.
- Establish formal agreements like a Memoranda of Understanding to define roles, data sharing, and other aspects of the partnerships needed for shelter
- Talk directly with shelter clients and the shelter team to understand any barriers they face in accessing services, then use that feedback to guide partnership development.
- Manage daily shelter operations and guide staff in setting appropriate boundaries with guests.
- Provide group/individual supervision and scheduled reviews of case managers, peer support staff, and clients support specialists (setting and meeting goals, evaluating performance).
- Maintain open lines of communication with all partner providers, and educate staff and clients.
- Lead and provide support in service planning of case management cases (ensuring that CM's are working toward outlined goals with clients and making progress.
- Work directly with the more challenging clients to offer senior case management support, and provide newer case managers with guidance and advice.
- Provide crisis case management and debriefing to both staff and clients.
- Troubleshoot and problem-solve issues and concerns that arise with clients, staff or day to day operations.
- Support MSW practicum program by mentoring and supervising students, making sure they are completing their hours and addressing any concerns as soon as they arise.
- Provide leadership for All-Staff monthly training opportunities, resource development, and general support for the team.
- Serve on the leadership development team by participating in weekly meetings.
- Adhere to UP policy, procedures and professional code of ethics.
- Ensure shelter policies and procedures are accurate and up to date.
- Document and resolve grievances from clients within the shelter.
- Develop effective working relationships with staff and relate to staff in a friendly professional manner
- Oversee Case Managers in managing intake procedures, vital documents, and housing voucher programs, while providing support to case managers at the end of day tasks.
- Create schedules for case managers and client support specialists.
- Respond to Google messages and reviews on the effectiveness of the program and service request needs.
- Work directly with the Operations Director to interview, hire, and train new staff.
- Other Duties as assigned

Skills/Qualifications Required

- 2-5+ years of experience in social services
- CSW or MSW with case management experience or Master's degree in a related field
- Bilingual in English/Spanish is a plus
- Excellent customer service and interpersonal skills with the ability to relate to others
- Ability to work independently and prioritize effectively in a fast-paced environment with a strong sense of urgency
- Very strong organizational and time-management skills
- Strong oral, listening and interpersonal communication skills and the ability to effectively and sensitively communicate with all levels of management
- Ability to cope with and defuse situations utilizing de-escalation techniques
- Flexibility and willingness to shift priorities as needed
- Ability to use general office equipment, such as a computer, telephone, printer, copier and badging system
- Intermediate level knowledge with Google products and ability to quickly learn new system programs
- Ability to set and model appropriate boundaries and maintain calm demeanor in a chaotic setting
- Highly motivated, resourceful, flexible, and possesses a positive attitude and sense of humor
- Exhibits compassion and empathy and works well with parents and children from all ethnic, social, economic and sexual orientation backgrounds

Physical Requirements

- Ability to converse with and listen to people in many different settings.
- Ability to use a computer and telephone, as well as other standard office equipment
- Ability to sit, walk, stand, bend, squat, climb, kneel and twist on an intermittent or continuous basis, push, pull, lift and/or carry supplies up to 25 pounds
- Work takes place in a social services environment where long periods of standing, working on a computer, walking to various work areas, and going up and down stairs
- Ability to work in an environment where there may be animals present, including dogs

Salary

- The salary range is commensurate with experience and qualifications.

Benefits

- Paid time off, sick time and holidays
- Health, Dental and Vision Insurance
- 7% IRA Distribution

UP's Mission is to provide a healthy, safe environment for homeless women and children that offers opportunities and encouragement for achieving self-sufficiency. By providing shelter and resource options through a partnership of providers, UP for Women and Children is where women and children experiencing homelessness are empowered to find hope, help, and refuge.

All applicants may submit their resume and cover letter to Julie Padgett at empower@uplouisville.org.

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