

Reports to Shelter Manager

Night Manager (Men's Drop-In Shelter)

SUMMARY OF PRIMARY FUNCTION

Under the direction of the Shelter Manager, a Night Manager is responsible for the peaceful and routine operation of the Men's Drop-In Shelter (DIS). Night Managers maintain a wakeful and continuous presence at the Main Shelter or one of the Overflow Shelters for the entire duration of a night of operation. The Night Manager may also perform the function of Intake Supervisor at the start of a night, depending on staffing needs and the skills of the individual.

ESSENTIAL RESPONSIBILITIES/DUTIES

1. Maintains oversight and responsibilities over the shelter facility that he/she is scheduled for.
2. Assists in the orientation of new and returning guests and answers their questions.
3. Follows the DIS Procedures regarding guest behavior, overflow shelter assignment, incident reporting, and general operation.
4. Issues blankets and sheets to guests.
5. Distributes supplies in accord with the DIS Procedures.
6. Monitors the immediate needs of shelter guests and takes steps to assist them as appropriate.
7. Monitors the behavior of shelter guests and takes steps to stop undesirable behavior. Maintains order. Calls for help as appropriate. Reports incidents accurately.
8. Assists volunteer groups as needed in providing meals for the guests.
9. Provides for an equitable distribution of stock food to guests in the event that a volunteer group cancels or does not arrive.
10. Treats the guests with dignity and respect.
11. Signals lights out time and turns lights out at that time.
12. Issues proper and appropriate wake-up calls in the morning.
13. Ensures shelter cleanliness; performs spot cleaning when necessary.
14. Patrols the sleeping areas and restrooms periodically throughout the night.
15. Provides advice and support to guests as appropriate.
16. Recommends guests to the Shelter Manager for referrals to counseling and social services as needed/appropriate.
17. Assists in overseeing the washing of blankets; assists with the blanket laundering as needed and as time permits.
18. Punctually opens and closes shelter within guidelines of Porchlight policy.
19. Secures facility before opening and after closing.
20. Performs other duties and takes on other responsibilities as directed by the Shelter Manager.

Teamwork & Collaboration:

1. Works in collaboration with program and all other agency staff to facilitate a team environment.
2. Demonstrates and models effective communication skills in building relationships with all clients and employees.
3. Creates good working relationships with other service providers.
4. Participates in the development and implementation of Porchlight's strategic plan.

Porchlight Values & Culture:

1. Treats all clients, employees, and visitors with caring, kindness, respect, and dignity.
2. Helps to create an environment that values and appreciates diversity.
3. Adheres to all Porchlight policies, procedures, code of conduct, and attendance rules.
4. Maintains strict confidentiality of all information.
5. Adheres to Porchlight policies in the use of computer technology and tele-communications devices.
6. Conducts self within appropriate and expected professional boundaries and policies.

QUALIFICATIONS

1. Genuine desire to work with socially disadvantaged and multi-ethnic populations, including the homeless and those with low incomes.
2. Ability to organize and supervise a function.
3. Ability to motivate and obtain willing cooperation from others.
4. Team orientation with respect for others.
5. Genuine respect for disadvantaged individuals.
6. Ability to work nights.
7. High ethical standards.