

## **Switchpoint Emergency Shelter Resident Manager**

### **ORGANIZATION:**

Switchpoint Community Resource Center is a non-profit organization that has been serving those individuals, families and veterans in Washington County who are experiencing homelessness since 2014. Switchpoint partners with over 20 other area non-profit organizations to better provide resources in one central location. Switchpoint's mission of empowering homeless families and individuals in Washington County by addressing the underlying cause of poverty and providing each client with an individualized, comprehensive plan that supports them on their journey to self-sufficiency and the opportunity to contribute to the community. Our motto: It Takes All of Us to end homelessness.

### **PURPOSE:**

The Switchpoint Resident Manager will be reliable and energetic individual with a passion for serving individuals, families and veterans who are experiencing homelessness. The Resident Manager will foster a welcoming, safe and secure environment for our residents. General responsibilities include the day-to-day management of clients including but not limited to conduct interview assessments for clients seeking services and complete new client admissions according to policy, document notable client interactions with staff volunteers and other clients, supervision of the chore schedule and room checks, oversee prescription and over-the-counter medications to clients according to policy, telephone screenings, greeting and supervision of volunteers, supervise meal preparation and clean-up, provide crisis intervention, safety planning and rescue information to clients and callers, maintain appropriate professional boundaries with program residents, reinforce community living guidelines with residents, distribute personal care items to clients per protocol, perform program exit procedures with clients, ensure safety and security of the program and residents including perimeter checks, maintain program and client confidentiality, including former clients, light housekeeping and maintenance duties, answer and document all telephone calls and activities per policies, review communication log book and calls at the beginning of each shift, and immediately report suspected neglect/abuse to Executive Director.

### **RESPONSIBILITIES:**

- Understand and implement Switchpoint's mission and values, and adhere to the Staff Code of Conduct and policies and procedures
- Ensure all responsibilities are carried out and enforce the rules, policies and procedures of Switchpoint
- Maintain a calm demeanor and model positive behavior
- Supervise the day-to-day operations and upkeep of the shelter inside and out
- Facilitate a daily schedule for residents
- Direct and guide new residents and orient them on rules and policies if necessary
- Ensure that all residents are adhering to all shelter rules and doing their chores on time; confronting behaviors and writing disciplinary action forms as necessary
- Assign and maintain resident chore schedule, sign in/out sheets for volunteers and other milieu tasks as designated
- Conduct scheduled and random room checks and monthly safety checks of rooms as assigned by Shelter Manager

- Staff Switchpoint's main office phone and carry an agency portable phone to provide after hours crisis coverage as needed
- Conduct telephone screenings with potential residents and maintain professionalism and courtesy with all individuals even when the shelter is full
- Provide resources and referrals to residents
- Administer intake, scheduled and random UA's of residents
- Inventory and distribute hygiene and shelter supplies to residents per policies and procedures
- Help coordinate, maintain and distribute in-kind donations
- Utilizing a Switchpoint's vehicle, transport residents to appointments, community outings, etc. as needed
- Conduct property site inspections throughout shift and report any suspicious activity or emergency maintenance needs to Shelter Manager
- Develop volunteer opportunities at Switchpoint and recruit, support and retain shelter volunteers
- Attend monthly resident meetings, supervision and staff meeting and trainings as assigned
- Participate in wrap-around services' team for residents
- Communicate regularly with all other staff members to ensure consistency and quality of service
- Other duties as assigned

#### **QUALIFICATIONS AND KEY SKILLS**

- High School Diploma or GED required. Experience in social services or related field helpful.
- Exhibits a motivated, positive and compassionate attitude, sensitivity, and the ability to work well with others in a close residential setting
- Model positive behavior, appropriate boundaries, and the ability to use sound judgment during times of crisis
- Excellent interpersonal, written and verbal skills
- Ability to wear multiple hats within a small nonprofit organization
- Proficient in MS Office Suite and Google Docs
- Possesses valid Utah State Driver's License
- Must have reliable transportation
- Must be able to pass a background check
- Must be at least 19 years of age
- Must be flexible to work evenings 4 pm to midnight and/or grave shifts, midnight to 8 am.
- Commitment to serving homeless families and to the mission of Switchpoint