



The Family Crisis Center of Baltimore County, Inc.

The Mission of The Family Crisis Center of Baltimore County, Inc. exists to assist individuals, families, and communities in preventing and interrupting cycles of violence so all can grow stronger and move toward bold futures.

EMERGENCY SHELTER MANAGER

Reports to:	Director Shelter and Housing Director
Evaluation:	Annual evaluation by the Director of Shelter and Housing
Classification:	Exempt, Essential
Hours of work:	Full time / On Call
Work Location:	On-Site
Starting Salary:	\$50,000 annual

Overview:

The Family Crisis Center of Baltimore County (FCC) assists families as they experience the impacts of conflict and violence in Baltimore County. Our vision is to ensure every home is safe, families are thriving, and communities are strong.

Position Purpose:

The Family Crisis Center of Baltimore County (FCC) is seeking a qualified Emergency Shelter Manager. In this vital role, you will be responsible for overseeing the day-to-day operations of the Emergency Shelter, providing supervision of the 24/7 resident advocate staff as well as the kitchen staff while ensuring a safe environment for the participants temporarily living in the emergency shelter. Additionally, as an essential staff member for the shelter program, you are responsible for on-call administrative coverage on a rotating basis.

If you are passionate about our mission, have outstanding organization and leadership abilities, and are flexible and creative, you could be a good fit for this role.

Key Functions and Responsibilities:

Operations and Facilities

- Oversight of day-to-day Emergency Shelter operations including the overall appearance, cleanliness, and maintenance of the Emergency Shelter; material goods inventory, control, and distribution; healthy and safe functioning of the kitchen; and liaising with residents to ensure they feel comfortable and to help resolve conflict;
- Safety coordinator for residential facilities, including fire, health, and safety
- Ensure necessary posting of signs, licenses, inspection certificates, and notices
- Monitor facility for safety risks; initiates action to repair hazards
- Manage key control system, including procurement, distribution, record keeping and quality control
- Maintain purchasing records, furniture and equipment inventory, records related to warranties and service contracts, and resident records
- In collaboration with Director of Shelter and Housing, establish standards and develop written procedures manual for the Operations and Food Service programs consistent with health and safety code regulations and best practices

- Work with staff to establish purchasing/delivery schedules to ensure operational efficiency and cost effectiveness
- Approve spending, monitoring to stay within budget for food and building resources and supplies.
- Establish and ensure standards and methods for building cleanliness and donations processing; maintain associated written process documents;
- Manage capacity of shelter, ensuring effective utilization of shelter space.
- Primary liaison with Facility Maintenance and Housekeeping contracts to ensure uninterrupted operations;
- Monitor building and document need for maintenance repair and safety hazards, and work collaboratively with Maintenance department and service contractors to resolve issues quickly and efficiently
- Respond to building mechanical emergencies and security threats to manage any immediate crisis and involve appropriate staff as necessary

Staff Management

- Direct, manage, oversee and hire Residential staff (Resident Advocates, Kitchen Manager); oversee and coordinate work allocation, training, supervision, and performance evaluation of the staff and ensure that all work related to timely, accurate, and effective delivery of services is completed;
- Hold team meetings regularly;
- In collaboration with Director of Shelter and Housing, develop and implement program goals and objectives, staffing plans and staff development strategies, program standards, program policy, and written program procedures
- Meet weekly with direct reports to provide feedback and direction;
- Organize staffing and shift patterns for 24/7 coverage of the Emergency Shelter housing survivor families at risk of serious injury from intimate partner violence
- In collaboration with Kitchen Manager, ensures that Kitchen meets Health Department and MSDE regulations, including systems for inventory of equipment and supplies, for storage of food and related items, for cleaning and maintenance, for menu planning, and for loss prevention
- Actively oversee the data entry efforts of staff by ensuring they have the skills to utilize the software's capabilities and putting processes in place to ensure consistent, timely, accurate, and quality entries
- Coordinate among staff the collection of daily, weekly, and monthly data information such as census, attendance, meal tallies, room occupancy, rent, and other key data indicators
- Assist in preparing reports and compiling statistics monthly
- Provide support of special events and volunteers in the building in conjunction with Director of Shelter and Housing

Collaboration with Case Management team

- Establish and monitor best practice standards for welcoming and supportively engaging with residents, eligibility and exit policy, and maintaining survivor confidentiality
- Assists with training all staff working in the Emergency Shelter on residential policy and procedure, Voluntary Services, Harm Reduction, ethics, crisis management, and intimate partner violence knowledge skills



- Conduct weekly house meeting with program participants
- Act as liaison to Care Coordination Manager, providing information on program participants' stay in Residential Program, facilitating material needs distribution, expressing concerns, and reporting successes
- Attend meetings internally and externally
- Other duties as assigned

Required Education

- Bachelor's degree required

Required Knowledge and Experience

- A minimum of 3 years, demonstrated, progressive leadership experience. Proficiency in all areas of management including supervision of staff, team building, and working with volunteers
- Bi-lingual, Spanish and English preferred
- Excellent verbal and written communications skills and the ability to relate to all levels of staff, Board, children, families, and communities
- Skills in relationship building, problem solving, and conflict resolution
- Administrative (documentation and record keeping) experience
- Ability to remain organized and calm while under pressure
- Demonstrated commitment to family services through previous work as a professional or volunteer leader in human services or a related field
- Proficient computer skills in Microsoft Applications
- Demonstrated ability to work effectively and collaboratively with a culturally diverse population of clients, other care providers, family and community members
- Must pass criminal background check
- Demonstrated passion for the mission of the Family Crisis Center of Baltimore County

Working Conditions and Environment

This position is on-site. The work environment is highly active and noisy.
Hours are flexible to meet program needs
Holidays and Evenings coverage required. Depending on scheduled shifts.

Physical Requirements

This position requires repetitive motion, such as standing, sitting, bending. Light to moderate lifting is required.

Equal Opportunity Employer

The Family Crisis Center of Baltimore is an equal opportunity employer. We value a diverse workforce and an inclusive culture. We encourage applications from all qualified individuals and do not discriminate, and will not tolerate discrimination, on the basis of race, ethnicity, color, religion, sex, pregnancy, gender, gender identity or expression, national origin, sexual orientation, age, national origin or ancestry, genetic information, political



affiliation, physical or mental disability, military or veteran status, or any other protected status under federal, state or local law. Our employment decisions are solely made according to qualifications for the positions.