

Welcome Inn Day Center
a mission of the South Oakland Citizens for the Homeless

Modified 06/22/2016

Position Description:

Manager – AM

Our Mission

To provide a warm, safe day center during winter months for those experiencing homelessness.

Organization Overview

Since 2003, the Welcome Inn Day Center has operated as a volunteer-based, low barrier drop in center for the chronic homeless. An outreach program of the South Oakland Citizens for the Homeless, we offer refuge to our area's most vulnerable residents; filling basic needs of shelter, clothes, hygiene and food while providing case management, job counseling, integrative healthcare options and onsite consultations with other continuum of care agencies.

For more information, visit us online:

www.sochwi.org

www.Facebook.com/sochwi

<https://youtu.be/li8PPmuuDus>

Employment Status

Non-exempt position, part time (30 hours per week), seasonal (16 weeks)

Position

The A.M. Manager reports to the Executive Director and assists in oversight and management of day-to-day operations of the Welcome Inn during the A.M. period.

Job Functions

1. Staff and Volunteer Duties

- a. Provide a leadership presence among the staff members, volunteers and guests
- b. Recruit, train, schedule and supervise all volunteers who provide day to day operations in the Welcome Inn
- c. Provide orientation to all new volunteers to maximize their experience while working at the Welcome Inn
- d. Build consistency among volunteers while working with the clients in the center
- e. Track volunteer hours
- f. Train, supervise and communicate with volunteers on a daily basis

SOCH is a 501 © 3 organization; donations are tax deductible as allowed by law
Donations to SOCH may be addressed to: PO BOX 1937, Royal Oak, MI 48036
The Welcome Inn is located at: 1717 W. 13 Mile Road, Royal Oak, MI 48073
Our mailing address is 2855 Wiltshire Road, Berkley, MI 48072
Phone: 248-677-8757 email: contact@sochwi.org

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- g. Assist in the preparation and implementation of the volunteer orientation meeting and volunteer appreciation activities as needed
- h. Maintain files with all necessary information on all volunteers
- i. Assist Registration Officer in registering persons during shift
- j. Oversee the Security Officer and Registration Officer with weapon/alcohol/drug checks and monitoring throughout shift
- k. Participate in daily debriefing with Executive Director
- l. Interact daily and act as a liaison between the volunteers, staff, and clients/handle questions or issues when necessary
- m. Provide back-up to staff members and volunteers when necessary
- n. Troubleshoot problems and use corrective action when issues cannot be resolved by appropriate staff members or volunteers
- o. Provide consistent coverage for assigned shifts, working independently and with other staff members to complete tasks during assigned shift

2. Operational Duties

- a. Promote and maintain a safe, secure and comfortable environment for program participants, volunteers and staff
- b. Oversee and lead daily opening procedures and morning activities of the Welcome Inn
- c. Insure that guests have access to clothing, laundry services, etc.
- d. Prepare sign-up sheets for our services, ie. Shower list, clothes closet, etc.
- e. Solicit, appropriately utilize and maintain records on all donated materials given to the Welcome Inn - provide receipts for in-kind donations
- f. Manage all donations according to program guidelines and provide receipts for donations
- g. Perform all other duties as assigned by the Executive Director
- h. Provide support for the Case manager to achieve the goals set forth for each guest
- i. Perform Other tasks as assigned

3. Organizational Responsibilities

- a. Produce monthly statistical reports as directed
- b. Produce monthly operational reports – including operational appraisals and suggestions

4. Job Conditions

- a. Staff may be exposed to guests exhibiting severe behavioral and medical issues

5. Job Expectations and Requirements

- a. Staff may be asked to perform tasks or work schedules not included in job description
- b. Attendance and participation in meetings as required

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- c. Adherence to SOCH policy on confidentiality
- d. Physical requirements including lifting/moving of donated items, tables, chairs, etc.
- e. Adhere to staffing schedules in order to provide safe and adequate staffing coverage
- f. Ability and willingness to negotiate different personalities and to prioritize competing demands

6. Employment Basis

- a. This is an at-will employment position
- b. Staff are subject to the discipline process, up to and including termination, for actions that violate the SOCH policies or procedures; federal, state and local laws; state or county regulatory requirements/rules; or professional licensing requirements
- c. Staff will be evaluated on an annual basis

Qualifications

- 1. Passion for serving the homeless in our local communities
- 2. Flexibility and creative problem solving skills essential
- 3. Experience working with volunteers, non-profits, and community-based organizations
- 4. Excellent organizational skills and the ability to handle multiple demands
- 5. Strong interpersonal and communication skills, including public speaking and writing
- 6. Ability to work independently and as part of a team
- 7. Ability to use computers, including proficiency with Microsoft Office Suite
- 8. Experience working with people of diverse backgrounds, including the elderly, and people of diverse cultures

MINIMUM QUALIFICATIONS:

Employee Signature

Date

Board Chair

Date