



Job Title	Emergency Housing Shelter Supervisor
Program	Emergency Housing Assistance Program
Supervisor	Emergency Housing Program Manager
Classification	Exempt
Grade	E-2
Approved	03/20/2025

Job Purpose:

The Emergency Housing Shelter Supervisor works with a program team that provides a variety of support services for clients facing a housing crisis. The Supervisor oversees sheltering clients in the agency's emergency housing facility or in off-site lodging. Responsibilities include supervising employees, supervising on-site shelter services and operations, case management, ensuring compliance with policies and procedures, record keeping, and writing reports. Requires availability to be on-call and periodically work evenings and weekends.

Duties:

- Supervise employees, volunteers, and interns, including selection, training, and scheduling
- Provide shelter coverage as needed
- Ensure shelter service quality and compliance with policies and procedures
- Ensure that the emergency housing facility is properly maintained
- Supervise and conduct client case management and ensure Independent Living Plans are followed
- Ensure that required program data is collected and maintained in databases and files
- Complete monthly/quarterly/annual reports, including housing reports, HMIS, CACFP meal counts, HPNAP data, and CSBG goal progression
- Provide fiscal staff with required information for monthly billing
- Facilitate staff meetings and participate in agency meetings as required
- Collaborate with OFO programs and community organizations to assist clients with accessing permanent housing and improve housing and supportive services for clients
- Collaborate with community organizations on housing solutions and services in the area
- Complete all documentation and reports required for program compliance and measurement of performance targets
- Strictly uphold confidentiality of clients, employees, and agency business inside and outside the agency
- Perform other duties as assigned

Minimum Education and Experience:

Bachelor's degree in human services or highly related field with 1-3 years relevant experience in human services or Associate's degree in human services or highly related field with 5 years relevant experience in human services; one year supervisory experience; valid, unrestricted New York driver's license

Expected Skills:

Technical and service skills required by duties; client service orientation; accountability for results; teamwork; ability to delegate, multi-task; adaptability; reliability; specialized knowledge of the field; consistent exercise of discretion and judgment; work predominantly varied in character; program management; performance management; basic computer skills (including, but not limited to: Microsoft Word, Excel, Outlook); strong communication skills (including telephone, email, and writing)

Working Conditions:

Typical office environment and equipment; work in homeless shelter; work with clients in crisis; local travel