**Assistant Shelter Operations Manager**

**Maple Court**

8200 Quinault Dr NE, Lacey WA

**POSTING DATE:**  9/6/2023

**REPORTS TO:** Shelter Operations Manager

**HOURS:** Full-time, Monday through Friday 5PM-1PM, and on-call

**PAY RANGE:** $24.04-28.85 per hour, DOE

**BENEFITS:**  Medical, dental, vision, retirement, life insurance, long term disability insurance and sick leave are available to employees. Employees accrue 116 hours of vacation during the first year and receive 11 paid holidays. (Prorated for part-time employees).

**POSITION TYPE**:Non-exempt.

The position works closely with the Shelter Operations Manager, Shelter Organizers, Case Managers, and the LIHI Management team to oversee operations of the converted hotel to shelter. This position supervises activities at the site and maintains a safe environment for all the program participants in the Enhanced Shelter; additionally provides on-call coverage as needed.

**Responsibilities:**

Staff Support and Supervision

* Provide supervision of Shelter Organizers, and provide leadership and training to staff under the supervision of the Shelter Operations Manager.
* Assist the Shelter Operations Manager with shelter scheduling; and provide emergency coverage as needed.
* Troubleshoot client issues, refer issues as appropriate to management, and work in a team approach to determine the best course of action.

**General Duties:**

* Provide an on-site presence, monitoring the Enhanced Shelter and surrounding areas. Coordinate activities, staffing and maintenance of the community and dining spaces, courtyard and shelter areas, and individual shelter units. Ensure safety and well-being of the clients. The purpose is to assist with deterring theft, violence, vandalism, illegal activities or infractions of rules and code of conduct.
* Enforce rules and guest policy.
* Assist clients/participants in completing move-in and move-out paperwork.
* Monitor individuals entering and exiting the property. Maintain logs and complete incident reports.
* Assist the Shelter Operations Manager with providing outreach and info to neighborhood organizations, clients, and the Community Advisory Committee.
* Monitor activities and appearance, and perform light-maintenance and janitorial of all common areas, entry, kitchen, community space, bathrooms, grounds and the perimeter of the site.
* Assist in preparing vacant units including light maintenance and cleaning, and coordinating with vendors in a timely manner.
* Maintain inventory of basic supplies and assist in ordering supplies.
* Respond to clients' concerns and questions regarding the program.
* Respond to emergencies on site, being on-call with cell phone and performing shelter perimeter checks. Call 911 in case of emergencies such as fire or injuries. Alert LIHI staff and management of incidents, safety concerns and other related issues.
* Assist the Shelter Operations Manager, and provide direction to other staff members, in regard to interacting with community groups, government entities, volunteers and future clients on community notification, tours and community outreach.
* Obtain and respond to input and feedback from clients, oversee inspection and upkeep of units and other structures and evaluate habitability and quality of life.
* Perform other responsibilities as assigned.

### Qualifications:

1. One year experience working in the property management or human services field.
2. Experience providing services to low-income and/or homeless populations.
3. Demonstrated ability to work with people with sensitivity to cultural, race, gender, mental health and class issues, and a demonstrated commitment to low-income individuals.
4. One year experience working on leading a program or project with staff and volunteers.
5. Ability to effectively assist in the supervision of staff, interns and volunteers, and to work with confidential, sensitive information (physical, electronic, and verbal) and maintain confidentiality.
6. Ability to work in a fast-paced, fairly independent and autonomous work environment. Must be a self-starter, highly organized, able to prioritize, multi-task, meet deadlines, and follow-up.
7. Must have exceptional problem solving skills, be able to resolve conflicts, and ability to work effectively with difficult people.
8. Proficient in, Microsoft Office and Excel spreadsheet programs. Previous experience with record keeping and report preparation.
9. Proven ability to work with minimal supervision.
10. Must possess a strong sense of ethics, professional boundaries, and an inviting demeanor. Respect for homeless people, diplomacy/tact, and an optimistic approach are essential. The person in this position must be able to tolerate and welcome differences of opinion and have an appreciation for diversity.
11. Excellent communication skills.
12. Must have a valid driver's license and working vehicle.
13. Must pass criminal background check and drug screening test.

*The Low Income Housing Institute is an equal opportunity employer. Qualified members of historically marginalized and underrepresented communities are encouraged to apply. LIHI participates in the e-verify system.***About us:**  
The Low Income Housing Institute (LIHI) has a 30-year history and track record of owning and managing low-income housing; developing innovative solutions to homelessness; advocating for housing justice; providing supportive services; and operating hygiene services for homeless people at our Urban Rest Stops. LIHI staff have developed over 5,000 affordable housing units and manages over 3,000 units including rental housing, permanent supportive housing and transitional housing. The populations served include: families, singles, seniors, veterans, young adults, immigrants, low wage workers, and people living with physical and mental disabilities. LIHI is one of the largest nonprofit housing organizations in the state. Our properties are located in Seattle, King County, and five adjacent counties. LIHI is a national leader in sponsoring tiny house villages as a crisis solution to homelessness. Annually, the tiny house villages and shelters serve 2,000 homeless people and our hygiene programs serve over 8,000 homeless people. LIHI is a BIPOC organization committed to anti-displacement, equitable development, and racial justice. LIHI staff is collaborative, dynamic, and dedicated to taking bold steps in ending homelessness and creating supportive communities for people to thrive.