



sunday breakfast **Rescue Mission**

POSITION TITLE: Homeless Shelter Manager

LOCATIONS: Center City, Philadelphia

REPORTS TO: Director of Homeless Services (or President/CEO)

ABOUT US

Sunday Breakfast Rescue Mission is a non-denominational, evangelical Christian program affiliated with the City Gate Network. The center city men's shelter serves approximately 200-300 homeless individuals daily. At that same location, we are Philadelphia's largest homeless meals program, serving 3 meals per day for 365 days of the year. See www.sundaybreakfast.org for more information.

POSITION DESCRIPTION

The primary function of this position is to manage a team of shelter staff ambassadors, guests, residents, and shelter activities for homeless men. Significant opportunities exist for relational and spiritual ministry with residents experiencing difficult times. Specific duties include monitoring the completion of intakes, the answering of telephone lines, security of guests' personal belongings, the monitoring of guests' activities, the oversight of safety and security through pat downs and monitoring of the security system, connection of guests to Chaplains and/or case managers and other service providers.

PRINCIPAL ACTIVITIES

- Provide overall direction and vision to Homeless Shelter (HS) program;
- Set tone for the Shelter Staff Ambassador Team and lead weekly meetings with HS team;
- Supervise Shelter Ambassadors and other staff in the HS program;
- Provides consistent coverage for assigned shifts, working within the team and independently to complete all shift tasks;
- Engage shelter guests in shelter activities including assigned daily chores and tasks;
- Maintain and manage a clean and orderly facility per mission and health department guidelines;
- Coordinate with Facilities/Maintenance Manager to accomplish various building projects and improvements by involving/managing shelter guests and residents;
- Monitor operational policies and procedures and report any deviations;
- Work with HS Team to resolve any issues that may arise;
- Work cooperatively with HS Team regarding program residents' role in Homeless Services;
- Lead efforts in SBRM's Dining Hall / Day-Room to connect guests to services;
- Assist in the coordination of guest intakes and orientation to HS Manual;
- Answer telephone lines and in person inquiries, screening homeless requests and voice mails;
- Performs general administrative functions such as noting within the communication log;



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- Oversee the security of guest's personal belongings and monitoring of guests activities;
- Connect guests to chaplains, case managers and other local service providers;
- Oversee and manage the security system (metal detectors, etc.) for the safety of shelter guests, staff, volunteers, and rescue mission property while on duty;
- Assist guests with barriers they may have related to achieving stability within the community;
- Provide crisis intervention as needed, including determining when it is necessary to involve other staff, administration, or the authorities;
- Maintain and manage written and oral communication of incidents in accordance with policies;
- Set and maintain professional boundaries with residents, guests, and peers, maintaining a "Culture of Safety";
- Develop, maintain and monitor shelter staff training and professional growth;
- Administer and coordinate drug and alcohol tests as needed.
- Attends executive staff meetings and participates in activities designated by the leadership at the Mission;
- Perform other duties as assigned;

QUALIFICATIONS

- Bachelor's degree is required - or in place of a 4-year degree, 5+ years of relevant experience in homeless shelter management and/or equivalent work is required;
- A minimum of two-years' experience with the direct management of program staff;
- A public Christian witness and a regular devotional time to maintain your relationship with our Lord, Jesus Christ;
- Adherence to our Employee Policy Manual;
- Ability and willingness to perform housekeeping and occasional lifting up to 30 pounds independently;
- Track record of a sincere desire to work with homeless individuals, be friendly, flexible and enthusiastic, and willing to advocate the mission of Sunday Breakfast Rescue Mission;
- Personal qualities of maturity, humility, strong work ethic, and a roll-up-my-sleeves attitude with the highest ethical integrity;
- Demonstrated experience with and sensitivity to varying cultural, religious, ethnic, and social backgrounds, values and attitudes;
- Ability to navigate different personalities and work under competing priorities;
- Ability to assess emergency situations and respond effectively utilizing best practices of 'trauma-informed care' at all times;
- Excellent written and verbal skills in the English language. Bilingual English-Spanish preferred;



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- Demonstrated proficiency in using Microsoft Outlook, Word, Excel and other applications as well as experience using and entering data into HMIS, or other client databases;
- Must be prompt and dependable.

PHYSICAL REQUIREMENTS

This position is primarily performed indoors in the facilities of our Mission, yet requiring the ability to navigate hallways and multiple floors. As a part of normal duties, this position will be in close proximity with an at-risk population where errant behavior and disease risk may be present. Appropriate safety considerations will be required to avoid illness and/or injury.

COMPENSATION & HOURS

Competitive salary will commensurate with experience. No relocation assistance is available.

This is a full time salaried position.

The schedule for this position is set day shift-based on the needs of the organization. Day shifts are from 7:00am-3:00pm. Evening shifts are from 3:00pm-11:00pm. Overnight shifts are from 11:00pm-7:00am. Successful candidates must have ability to cover various shifts as necessary, particularly on weekends and holidays. This position requires a variety of hours in which evening work will be involved. A successful candidate must successfully pass criminal background check, drug test, and sex offender screenings.

HOW TO APPLY

Visit our [Indeed page](#). Or, submit resume and cover letter to – mblevins@sundaybreakfast.org

Please accept our thanks in advance for your interest, and our apologies for not being able to respond personally to every application. View our interactive website to see our ministry in action: www.sundaybreakfast.org

FOR MORE INFORMATION CONTACT

Mark Blevins, Director of Staffing
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No phone calls, please.