

CATHERINE'S HOUSE, INC. JOB DESCRIPTION

Job Title: Evening/2nd shift Manager
Reports Directly To: Program Director
FLSA: Non-Exempt
Date of Description: June 2017

Description and Mission: Catherine's House, located in Belmont N.C., is a ministry of the Sisters of Mercy. Our mission of mercy is to love and empower women and children who are homeless through safe housing and services that build self-sufficiency. We envision a community where everyone has stable and safe housing.

The Organization: Catherine's House was established in 1992 to assist women and children who would otherwise be homeless. The non-profit program is designed to assist our residents in gaining/maintaining employment, securing safe and affordable housing, and improving their emotional wellness and decision making skills. The facility includes 14 resident rooms with a capacity of 14 women and 10 children. Approximately 95 persons are served each year. More information is available at www.catherineshouseinc.org.

Job Summary: The role of the evening manager is to assume responsibility for the smooth and efficient operation of the program and activities for the residents during evening hours and is responsible to the Program Director. Individuals in this position must support the goals, philosophy, and values of the Sisters of Mercy of the Americas, South Central Community and Catherine's House, Inc. as expressed in the Mission Statement.

Essential Duties and Responsibilities:

1. Be comfortable with and respond positively to the diverse individuals we serve; have an understanding of and caring for women and children.
2. Treat all staff and residents with respect; affirm, support and empower residents.
3. Maintain confidentiality within and outside of Catherine's House regarding any and all resident and organizational information.
4. Arrive promptly for start times. Complete all shifts and be present and accounted for at all times on Catherine's House premises unless previously approved by the Program Director.
5. Be available to work as back-up coverage for other evening/overnight

shifts in the event of staff absences. (Sickness, vacation, emergencies).

6. Adhere to all staff expectations and enforce rules for residents as outlined in both the program manual and the document titled Night/Weekend staff Responsibilities.
7. Supervise general activities of residents and volunteers. Review completion of household chores by residents. Conduct room/refrigerator checks (or confirm compliance with other requirements) prior to residents leaving on overnight passes.
8. Address questions and concerns of residents in order to keep the facility running smoothly during non-business hours. As appropriate, de-escalate problem situations involving residents. Any issues related to case management or therapy need to be referred to the Case Manager or Program Director. Managers may provide information listed in the referral resource guide, but are not to provide counseling services to the residents. The on-call person is available to provide 24/7 backup assistance to managers as needed in an emergency.
9. Contact on-call administrator (CEO, Program Director, House Manager) as needed to address urgent situations.
10. Document all significant activity that occurs during the shift in the staff log book. Complete incident reports as needed.
11. Participate in shift change meetings at the beginning and the end of each shift with other staff for the purposes of discussing noteworthy events, reviewing paperwork and covering any items needing supervisory attention.
12. Respond to the doorbell to admit residents and accept donations. Answer the telephone. Connect callers to residents, staff, or the referral line, as appropriate.
13. Offer recommendations regarding program development, policies and procedures to day staff for the efficient operation of the house.
14. Perform hourly rounds of the building to assess safety issues and log any concerns, incidents or needed repairs in the logbook.
15. Secure the building at the beginning and end of shifts and during rounds (check doors and windows, set security alarms, open and lock community doors at their scheduled times)
16. When requested, coordinate the admission and discharge process as

residents enter or leave the facility. This includes reviewing house rules with residents and providing them with needed items upon their arrival and completing the room inventory/inspection when residents leave the program.

17. Conduct and document regular fire drills.

18. Keep accurate records in the donation book of all contributions received.

Education/Skills: Minimum high school diploma or equivalent education required. Preference will be given to those with education and/or experience in the human services field.

Strong interpersonal and communication skills and sound decision-making capabilities; ability to read and comprehend instructions, short correspondence, and memos; non-judgmental attitude and ability to work well with individuals of different cultures, ethnicities, and socio-economic backgrounds; able to multi-task and manage stressful situations appropriately.

Physical Requirements: Evening Managers must have the ability to stand, walk, go up and down stairs, and sometimes sit for extended periods of time. Adequate hearing and vision are required. Duties include re-stocking supplies and managing donations weighing up to 30 lbs.

Interactions: Catherine's House residents and staff, donors and volunteers.

Level of authority: Must be able to work independently.

Estimated Time Commitment: The position is full-time (five evening shifts, approx. 32.5 hours/week)

Catherine's House offers competitive salary, paid time off, health benefits, retirement plan and more.

How to Apply: Interested applicants should email cover letter along with current resume to resumes@catherineshouseinc.org. Please include "Evening Manager" in the subject field.