



## Job Description

**Position:** Shelter Shift Manager

**Status:** Full-time, hourly

**Pay:** \$25-\$30 per hour

**Schedule:** 11 PM – 7 AM, five days a week including weekends

**Location:** 600 Lafayette Rd., Portsmouth, NH

**Reports To:** Director of Community Life

**Direct Reports:** 3<sup>rd</sup> Shift Direct Services Team

### Overview

The Shelter Shift Manager leads their shift in providing a positive and safe community for the staff and residents of Cross Roads House. The Shelter Shift Manager works with the other Shelter Shift Managers and the Director of Community Life to build the weekly schedule, serve on the on-call team, provide input regarding residents to Case Managers, and train new team members. The Shelter Shift Manager sets the tone for co-worker and resident interactions and is a key part of building a supportive and compassionate community for staff and residents at Cross Roads House.

### Responsibilities:

- Responsible for the safety and security of the building when the shift is working.
- Builds an atmosphere that promotes teamwork and cooperation within the shift.
- Works collaboratively with the Director of Community Life and the other Shelter Shift Managers.
- Ensures that Cross Roads House policies and procedures are followed.
- Assists in the hiring and leads the training of new members of the shift.
- Supports the professional development of their team, including timely feedback, additional training and performance evaluations.

- Serves with the other Shelter Shift Managers as an after-hours on-call leader who provides guidance to staff and back-up coverage if needed.
- Participates in team meetings and training.

**Qualifications and Physical Demands:**

- Demonstrated ability to work compassionately with vulnerable populations.
- Experience in building and leading a team.
- Excellent communication and organizational skills.
- Ability to work collaboratively with subordinates, peers and management.
- Eligibility for employment in the United States.
- Able to lift 25 pounds.
- Ability to sit, stand, or walk for extended periods, indoors and outdoors.