

CHEYENNE RIVER SIOUX TRIBE
CRST GENERAL FUND – NEW HOPE FAMILY SHELTER PROJECT
FAMILY SHELTER MANAGER

DESCRIPTION OF WORK

General Statement of Duties: Oversees the day-to-day management and operation of the shelter, managing the scheduling and supervision of shelter support staff and providing coverage for unscheduled absences. Creates and implements staffing plan for shelter to ensure consistent, safe, and reliable staffing of shelter on a twenty-four-hour basis. Manage client services, including intake and discharge procedures, provide case management, and providing transportation as needed. Manages the home's finances, including budgets and billing.

Supervision Received: Works under the immediate supervision of the CRST Human Services Department Head, Administrative Officer, and the general supervision of the CRST Tribal Chairman.

Supervision Exercised: Provides supervision to Shelter Workers and volunteers.

EXAMPLE OF DUTIES (Duties may include but are not limited to the following):

Maintains a safe and secure shelter facility assuring compliance with all Tribal/local, Federal, and State requirements (if applicable).

Ensures that the shelter meets Tribal/local, Federal, and State regulations covering health, safety and capacity requirements.

Drafts policies and procedures for shelter operations. Ensures that such policies are consistent with our mission of treating residents with respect and dignity, understood by all staff and volunteers, and implemented fairly and consistently.

Creates and updates job descriptions for all staff.

Facilitates the orientation of new employees to ensure accurate understanding and implementation of all shelter policies and procedures.

Leads, motivates, and provide training to shelter staff.

Facilitates routine staff meetings.

Coordinates and monitors the employee's work schedule to ensure coverage for the tribal time record reporting bi-weekly basis.

Collects, confirms, and processes timesheets; according to tribal policy and procedures. Tracks employees annual, sick, and comp-time leave and verifies deductions.

Updates, verifies, and maintains accounting journals and ledgers and other financial records.

Formulates effective program measurements, outcomes, and data gathering procedures.

Uses data to improve programs.

Maintains a system of financial accounting, reporting and record keeping in accordance with policies set forth by the Cheyenne River Sioux Tribe utilizing Generally Accepted Accounting Principles (GAAP).

Prepares program financial statements and reports as required.

Maintains all statistical reports, records, and certificates of operation for the shelter.

Facilitates repairs, improvements, maintenance, and security to the shelter facility.

Identifies needs within the facility with input from shelter staff and volunteers.

Performs budget planning, tracks expenses, evaluates costs, and considers ways to conserve on costs.

Checks, verifies, and processes invoices.

Prepares, implements, and monitors consistent shelter rules.

Maintains an alcohol and drug free shelter; ensures no alcohol or drugs are brought into the shelter.

Maintains weekly contact with residents to ensure rules are being followed and provides conflict resolution when problems arise.

Conducts resident room inspections and documents them appropriately.

Ensures that donations and supplies are used in the programs and that no theft occurs, checks with Shelter Workers to see if there is a need for any additional donations, and that supplies and food are purchased when needed.

Ensures overall cleanliness of shelter and exterior of the shelter including living areas, resident bedrooms, office, and yard.

Must be on-call twenty-four (24) hours a day; will be required to do shift work if required.

Other job related duties as assigned.

MINIMUM QUALIFICATIONS

Required Knowledge, Skills, and Abilities: Demonstrates the ability to organize, plan, and follow through on goals. Excellent verbal and written communication, budgeting, and basic computer skills. Excellent organizational skills. Knowledge of local community resources. Knowledge of issues faced by homeless people. Ability to work as a team member. Ability to work with minimum supervision. Ability to maintain appropriate boundaries with guests. Ability to establish and maintain cooperative workplace relationships. Ability to problem solve and resolve issues and disputes in an effective manner.

Education: Bachelor's degree in human services field preferred; and/or the equivalent of a High School Diploma/GED, plus experience in managing/supervision of a homeless shelter.

Experience: Experience with staff supervision and program development and management. Must have experience working with children and/or any equivalent combination of education and experience.

Special Requirements: Must have at least (2) years of sobriety with a written statement from Four Bands Healing Center. The physical activity of this position may include: sitting, stooping, kneeling, crouching, reaching, standing, walking, typing, and lifting. Must have a physical; must be able to lift 30 pounds. Must be CPR/First Aid certified. Must have transportation, vehicle registration and insurance. Must have a valid SD driver's license. Must have considerable knowledge of the Tribe's culture and customs. Must have ability to establish and maintain effective working relationships with other agencies and the public. Must have ability to communicate of individuals of varied backgrounds. Must maintain strict confidentiality. (Must attach all related documents).

Incumbent is subject to CRST Drug and Alcohol Testing Policy; also subject to Tribal/local, Federal, and State background checks in accordance with P.L. 101-630, P.L. 101-647, and Resolution No. 86-2013-CR.

Revision Date: 11.03.21