



Family Promise of Spokane

# Assistant Supervisor

Last Updated: 10/27/2020

---

**REPORTS TO:** Serena Graves, Emergency Shelter Program Manager

**SCHEDULE:** Part-time; specific hours, over night, and weekends

**FLSA STATUS:** Non-Exempt

**SALARY:** \$17 per hour; 20-30 hours per week

---

**Position Summary:** Family Promise of Spokane is looking for a patient and experienced individual to foster hope and practical net steps for families experiencing homelessness in a sometimes chaotic shelter environment. The Assistant Supervisor assists the Supervisor in directing guests and volunteers with daily operations at the Family Promise Emergency Shelter.

## Key Functions

To perform this job successfully, an individual must be able to satisfactorily perform each of the essential duties/responsibilities listed below. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties/responsibilities of this job. The essential functions of the position include but are not limited to the following:

## Shelter Leadership Ongoing Responsibilities:

### General

- Works with the Supervisor on shift to create and maintain a welcoming, friendly and safe environment for all guests, volunteers, partners and donors
- Upholds Family Promise values of being non-judgemental, respectfully compassionate, present, competent, and empowering
- Assist Supervisor in providing services to guests and ensuring the shelter schedule stays on track
- Prioritizes the security of the shelter to ensure it is a safe place for parents and their children to stay
- Oversees cleaning and maintenance schedule of the facility
- Provides accurate documentation for all incidents and emergencies with clarity, accuracy, and detail
- After required training this position could potentially lead to a Shelter Supervisor position

### Families ( Guests)

- Creates an encouraging, loving, and empowering environment for families

- Comes alongside guests to provide referrals and brainstorm solutions for overcoming barriers
- Completes intakes for new arrivals, ensures they are notified about shelter operation schedule and policies
- Maintains guest confidentiality and abides by all privacy regulations
- Tracks guest information and document incidents and case-notes as needed
- Conducts necessary disciplinary actions for non-compliant guests
- Works with guests in stressful circumstances to resolve conflicts, de-escalate tense situations, and create a positive culture in a communal living environment.
- Collaborates with law enforcement or Child Protective Services if needed.
- Provides “drive-by” case management and contact services for guests

### **Volunteers**

- Assist Supervisor to train volunteers to perform duties with confidence and provide them with tasks and projects
- Assist Supervisor in hosting volunteer groups, providing tours and overseeing service projects
- Assist Supervisor in making sure all volunteers sign-in and out, provide feedback at the end of their shifts, and ensure that they are thanked!

### **Skills and Attributes (Ideal Supervisor candidates will):**

- Be comfortable relating to homeless families and with being in the neighborhood in which the Shelters is located
- Be able to to work independently as well as collectively with guests, volunteers, and staff
- Have a servant’s heart with an orientation toward serving others
- Be punctual and prepared to start work at the beginning of each shift

### **Education and Experience Required**

- 1-year direct volunteer or paid experience working with homeless population or other vulnerable individuals/populations.
- Experience in program management or social services is a plus.
- High School Diploma or GED
- Education or Experience Equivalent to a BA in Social Work or Related area (or BA with minor in related areas) such as Human Services, Organizational Leadership, or Social Administration is preferred
- Other combinations of applicable education and experience will be considered.

### **Mental/ Other Skills Abilities:**

For an employee to succeed in this position they must have:

- Adaptability: ability to adapt to changes, delays or unexpected events in the work environment; ability to manage competing demands and prioritize tasks; ability to change approach or method to best fit the situation.
- Attendance: ability to consistently arrive and be able to work as scheduled.
- Computer/Technical Ability: working knowledge of:
  - Google Suite
- Dependability: ability to follow instructions, both in written and verbal format; ability to respond to management direction; ability to complete tasks on time or notify the appropriate person with an alternate plan when necessary.
- Interpersonal Skills: ability to maintain satisfactory relationships with others, excellent customer service skills and a good overall understanding of appropriate human relations. Awareness of and sensitivity to the service population's culture and socioeconomic characteristics.
- Judgment: ability to make prudent and timely decisions; ability to exhibit sound and accurate judgment; ability to explain reasoning for decisions.
- Language Ability: Basic Ability: ability to read and comprehend simple instructions, short correspondence and memos. Ability to write simple correspondence; ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Mathematical Ability: Basic Ability: ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent and to draw and interpret bar graphs..
- Problem Solving Ability: ability to identify and/or prevent problems before they occur; ability to formulate alternative solutions to problems when necessary; ability to transfer learning from past experiences to new experiences of similar nature.
- Quality Management: ability to complete duties, on time and with absolute precision, at least 95% of the time; ability to edit the accuracy and thoroughness of one's work as well as the work of others; ability to constructively apply feedback to improve performance, ability to generate ideas to improve and promote quality in work.
- Supervisory Skills: ability to carry out supervisory responsibilities in accordance with the Company's policies and applicable laws. Applicable supervisory responsibilities include:
  - planning, assigning and directing work
  - disciplining guests when necessary
  - addressing complaints and questions and resolving problems

## Equipment Utilized

Duties of this position will require regular use of these types of machinery and equipment:

- Personal Computer and supporting software programs. e.g.: Microsoft Office ● Electronic databases.
- Other office equipment including, but not limited to, printers and copiers

## Physical Requirements

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be*

made to enable individuals with disabilities to perform the essential functions.

- Regularly sit, stand, climb, walk, lift, pull/push, carry, grasp, reach, stoop/crouch, crawl, or talk.
  - Active mobility for up to 2 hours at a time
  - Ability to sit/stand and work at a computer keyboard for up to 2 hours at a time ●
- Perform general office administrative activities: copying, filing, and telephone use
- Move, lift and/or carry up to 25 pounds in accordance with State of Washington (WA) Labor & Industry (L&I) standards
  - Utilize a ladder in accordance with WA L&I regulations
  - Extend and work with arms above head level repetitively
  - Push/pull cleaning equipment according to WA L&I standards
  - Work with cleaning chemicals according to Occupational Safety and Health Administration standards

**Working Conditions**

While performing the essential duties/responsibilities of this job, the employee will be exposed to :

- Performing duties primarily in an office environment and/or shelter
  - Primarily works indoors, but occasionally works outside in varying weather conditions
  - Working with cleaning chemicals
  - Working with a client Population which may include persons involved in gangs, with substance abuse concerns, homelessness and/or tendencies towards violent behavior. ●
- Potential exposure to infectious diseases and parasites including but not limited to viruses, bed bugs and lice

Family Promise of Spokane retains the discretion to add to or change the duties of the position at any time.

This document is not a contract.

---

**Employee Acknowledgement:**

**I Acknowledge, understand and agree to the job duties and requirements for this position.**

<b>Employee Name &amp; date:</b>	
<b>Employee Signature:</b>	