



**Job Title:** Shelter Operations Supervisor  
**Supervisor:** Shelter Operations Coordinator  
**Classification:** Non-Exempt  
**Salary Range:** \$16.75/hr

### **About UMOM New Day Centers:**

Founded in 1964, UMOM is Arizona's largest provider of services for families experiencing homelessness. Our mission is to prevent and end homelessness using innovative strategies and housing solutions that meet the unique needs of each family and individual. With an annual operating budget of 22 million dollars, UMOM provides shelter, housing, and supportive services to youth, families, and individuals experiencing homelessness in Maricopa County. UMOM serves just over 12,000 unique individuals across all our services annually, including those families receiving support at the Family Housing Hub.

**Position Description:** The Shelter Operations Supervisor is responsible for overseeing the operations of UMOM's 24-hour/7 days a week shelter program to ensure the safety, health, and well-being of all clients. This position is responsible for the direct supervision of a Shelter Assistant team. The Supervisor will promote an environment of safety, support, and embrace a trauma-informed care model to working with clients.

### **Essential Duties and Responsibilities:**

- Provide friendly customer service to clients, volunteers, guests, and UMOM team members.
- Assist clients in understanding and following the program guidelines and policies, providing written documentation when appropriate.
- Engage clients when appropriate to connect them with resources and case management.
- Monitor shelter site in order to ensure the safety and security of all clients.
- Act as a liaison between case management, facilities, and other departments to address ongoing issues, incidents, and areas of need.
- Aid clients in emergency situations by contacting on-call, DCS, police, or fire department as needed.
- Oversee and/or conduct room searches as needed and monitor client move-outs.
- Draft and/or organize all relevant documentation and incident reports to reflect shift activities.
- Supervise staff; including training, direction of work, appraisal of productivity and efficiency, delivery of feedback and coaching, and disciplinary action, if required.
- Operate as an on-call member of leadership on evenings, overnights, and weekends – shared with Operations Coordinator.

### **Work Schedule**

This position works 5 days a week. Times are aligned with shift assignment.

### **Qualification and Competency Requirements:**

#### Experience and Education:

- HS Diploma/GED required, Bachelor's Degree preferred.
- Minimum 2 years of professional experience, with at least 1 year of experience in relevant roles (e.g. shelter operations, non-profits, operations management, community-based organization positions).
- Previous experience in working with low-income/at-risk/homeless individuals or vulnerable populations, strongly preferred.
- Ability to develop strong relationships within a fast-paced, collaborative setting that values diverse opinions; enthusiasm for helping drive change as UMOM becomes a more data-driven organization.

#### Computer skills:

- Proficiency with applications including Microsoft Word, Excel, Power Point, and Outlook

Compliance:

- Valid Level One Fingerprint Clearance Card or the ability to obtain one upon hire
- Valid AZ driver's license and a driving record that falls within UMOM's policy.

**Additional Attributes:**

- High level of attention to detail and ability to multitask
- Ability to exercise excellent independent judgment and ownership of decisions
- Ability to work independently and self-manage to achieve goals while being a strong team player
- Ability to organize, meet deadlines and prioritize appropriately
- Excellent communication skills (both interpersonal and written)
- Willingness to learn and implement best practices in the field
- Willingness to embrace and actively support UMOM's core values