

# Severe Weather Shelter Network

Position: Regional Manager

Supervisor: Operations Director

Number of hours: Full Time: 40 hours per week/\$41,600 annually

## **Summary of duties:**

This position has primary responsibility for oversight, development, and implementation of the assigned region for Emergency Shelter including volunteer recruitment. Responsible for operations of the voucher site including motel vouchers, Regional Assistants and volunteers, transportation, and record keeping. This position will also nurture and maintain Severe Weather Shelter Network community partners including motels and churches. The Regional Coordinator is an integral member of the Shelter Team and supports the Mission and Vision of the Ministry.

## **Responsibilities:**

### ● **Faithfulness in prayer/Ministry Discipleship**

- o Develop, implement and maintain a culture of equipping and empowered Discipleship within the ministry leadership and structure that includes: Prayer, reflection on Scripture, loving accountability for spiritual growth and release to do and be the disciples Jesus has called us to be

### ● **Leadership development and ministry relationships**

- o Work closely as a member of the Shelter Team to bring the facilities and operations needs of the Emergency Shelter and Resource Center programs for coordination and collaboration as it applies to the Mission and Vision of Severe Weather Shelter Network
- o Oversight, development, and implementation of the assigned region for Emergency Shelter o Develop, grow and facilitate a regional Volunteer Development Team through regular meetings and other opportunities as necessary with a discipleship focus
- o Nurture and maintain partnership relationships (partner agencies, police & government employees, hospitals, churches, motels, businesses, etc.)
- o Empower and train partners to define their own leadership and decisions
- o Recruit, develop, equip, empower, train, supervise, manage, and schedule Regional Assistants and volunteers to execute day of shelter procedures and all facets of the ministry Including but not limited to:
  - Registration of guests
  - HMIS training and data entry
  - Voucher site
  - Motel visits
  - Food Coordination
  - Volunteer care team
- o Determine severe weather nights in partnership with other team members
- o Keep regional processes and procedures up to date
- o Reconcile, verify accuracy, of registration paperwork, motel vouchers, invoices, HMIS data entry, and deliver paperwork to SWSN office for filing
- o Track and report all in-kind regional donations, transportation, volunteer & employee hours, supplies, etc.
- o Oversee supplies for your region and maintain storage space
- o Communicate with motels regarding availability of rooms, guest roster, and guest check in (room assignments)
- o Follow up on guest requested needs and connect them to service providers as needed o Monitor and utilize the Daily Roster for voucher management and reconciliation
- o Follow up with motel staff concerns and comments including motel visits to take pictures of damage, pick up vouchers, and invoices
- o Keep Operations Director informed regarding employee / volunteer needs and all shelter related operations.

- o Answer or update recording for regional phone line
  - o Be available 24/7 during shelter nights
  - o Answer business phone line M-F during business hours
  - o Maintain volunteer database for regional volunteers
  - o Emergency Shelter and Voucher Site participation as needed
    - It is expected that Senior staff will serve in both the Emergency Shelter and Voucher Site experience to help keep our purpose in front of us and to understand the full complexities of the ministry to better tell our stories and the bigger story of homelessness in our context. Serving may include:
      - Voucher site and shelter roles as needed
      - Hospitality and outreach roles as needed
  - o Regional Coordinators may be asked to participate or assist with projects focused on:
    - Communications and Development
    - Fundraising & Events
    - Community and partner outreach
    - Special assigned projects
- **Ministry Planning**
    - o Fiscal and Mission responsibilities
      - Manage and report for the Emergency Shelter, Voucher Site facilities and Transportation components to the Operations Manager
      - Manage and report for the Volunteer and in-kind components of the annual budget
    - o Content contributor in collaboration with the Communications and Development Director as it relates to areas of oversight for this position which could include:
      - website blog, newsletter articles, ministry statistics, etc.
  - **Support Communications and Fundraising goals** through participation in the implementation of objectives, drives and events.

### **Education and Experience**

- A working understanding of communications, fundraising, volunteer development and management
- Ability to work a flexible schedule including evenings, weekends and some holidays
- Committed to lifelong learning as a value and a practical application to all work situations

### **Physical and mental requirements**

- Ability to lift up to 25 pounds; Agility to get up and down from the floor
- Alert, organized, problem-solving, conflict resolution, creativity, reasoning, public speaking, good judgment, discernment, relational
- Must be 18 years old or older to apply

### **Spiritual character exhibits the Fruit of the Spirit**

Love, joy, peace, patience, kindness, gentleness, faithfulness, goodness and self-control

### **Spiritual practices incorporated into life**

Prayer, Bible study and meditation, work/rest balance, spiritual accountability partners/group

I understand that these are the requirements of my position and will be held accountable to these standards with or without reasonable accommodations.

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Employee Signature Date