

SNOHOMISH COUNTY JOB DESCRIPTION

TEMP - SHELTER MANAGER

Spec No. 9224

BASIC FUNCTIONS

Manage the day-to-day operations for an emergency shelter site.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Ensures the quality of day-to-day operations by checking in with staff daily and conducting site walk-throughs to ensure site safety and identify non-medical support needed for clients (i.e. behavioral health tele-support, SUD management, housing, Social Worker referral, etc.).
2. Supervises Shelter Coordinators; designs work plans and trains new employees.
3. Coordinates and refines processes to address service needs on site (laundry pickup, portable toilet emptying/cleaning, food delivery, cleaning/janitorial, etc.) and communicates with vendors as needed regarding any changes or issues, with consideration for infectious disease protocols, staff safety, and client safety.
4. Communicates with law enforcement, security, and other on-site contractors to coordinate services and address incidents that may arise.
5. Manages the distribution/use of radios for all site staff to ensure timely communication across the site. Manages site reconfiguration as needed.
6. Provides N95 fit testing to all medical, janitorial, and law enforcement staff on site.
7. Manages resource needs, deliveries, distribution, and inventory; including daily PPE burn rates.
8. Maintains close communication with ESF6 and the Emergency Coordination Center to ensure resource alignment and prioritization.
9. Manages workflow efficiently by coordinating services between non-Medical staff, such as behavioral health support, pet services, pharmacy services, transportation, etc.
10. Completes site reports and other paperwork as necessary.
11. Receives and reviews referrals to the site in coordination with Medical Directors and the Snohomish Health District; ensures that the orders issued by

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Snohomish Health District are served to the client and signed; manages the discharge process.

12. Supports clients by providing site procedure information; manages staff provision of tablets and cell phones to clients upon admission. Facilitates efficient communication between medical directors and all on-site staff, including nurses, medical assistants, EMTs, shelter coordinators, and janitorial staff.
13. Provides site monitoring and response via phone call; addresses incidents as needed during off hours.

STATEMENT OF OTHER JOB DUTIES

Performs related duties as required.

MINIMUM QUALIFICATIONS

A Bachelor's degree in Social Work, Psychology, Human Services, or related field, plus two (2) years of experience in Social Work, Psychology, Human Services, or related field, including one (1) year of experience as a manager and/or supervisor; OR, any equivalent combination of training and/or experience that provides the required knowledge and abilities.

SPECIAL REQUIREMENTS

Must have TB testing done within three days of hire (or bring in verification). Annual screening required thereafter.

Valid Washington State Driver's License is required.

Candidates for employment must successfully pass a criminal background investigation.

KNOWLEDGE AND ABILITIES

Knowledge of:

- diverse populations, with sensitivity to differences in culture, religion, sexual orientation, race, age, and physical and mental illness
- crisis intervention techniques

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Ability to:

- deal courteously, professionally and tactfully with internal and/or external partners, agencies and the public
- respond responsibly in emergency and crisis situations
- work effectively as a member of a team and with diverse populations communicate effectively both orally and in writing
- work effectively in a constantly changing environment
- critically analyze information and problem solve
- supervise and evaluate the work of subordinate employees
- work under pressure and delegate responsibility
- effectively relate to individuals from a variety of social, economic, ethnic and racial backgrounds

SUPERVISION

Employees independently perform duties assigned by the Emergency Coordination Center; ultimately supervised by the director or designee.

WORKING CONDITIONS

This is a temporary position hired during periods of heightened activity, such as activation of the ECC. Work may be performed throughout Snohomish County. Site locations could include emergency shelters, food banks and meal programs, cold weather shelters, isolation and quarantine sites, and other locations as needed. Site coverage is 24 hours per day; 7 days per week. Employees may be required to work weekends, graveyard shift, swing shift and holidays as assigned; and be available via phone during off-hours.

Snohomish County is an Equal Employment Opportunity (EEO) employer. Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: June 2020

EEO Category: Professionals

Pay Grade: 239 – Classified Pay Plan

Workers Comp: Hazardous