



**Family Promise**  
of Western New York

## **Family Promise of Western New York (FPWNY) House Supervisor**

**Job Title:** House Supervisor

**Status:** Full Time, Exempt

**Reports to:** Executive Director

FPWNY is an emergency shelter for families experiencing homelessness in our community. The House Supervisor is a member of our leadership team and in charge of the operations of the shelter, utilizing best practices of trauma-informed care to ensure the needs of our guests are met, to oversee our team of Resident Assistants (RAs) and Food Manager, and to ensure the overall orderliness and functionality of the building and shelter program.

### Duties Include:

- Strives to create a safe, comfortable and trauma-informed shelter environment
- Works closely with leadership team (Executive Director, Case Manager and Office Manager) to coordinate policies and procedures for the optimal functioning of the shelter program
- Supervises our team of Resident Assistants (RAs) our Food Manager, including recruiting, hiring, training, supervising and evaluating staff in order to keep our shelter program coordinated and responsive
- Responsible for the appearance of the entire shelter, including cleanliness, organization, and functionality in compliance with NYS regulations
- Manages inventory control of shelter supplies, including processing incoming donations
- Coordinates and assigns staff schedules in SLING, including managing shift call-offs and shift trades
- Meets daily with the leadership team to review guest behavior in shelter and hold guests accountable to shelter guidelines
- Facilitates weekly House Meetings together with the Case Manager to review guidelines and address any guest concerns
- Schedules and performs weekly guest room checks together with Case Manager
- Attends bi-weekly staff meetings, trainings as assigned, keeps necessary certifications current and maintains a standing supervision meeting with the Executive Director
- Facilitates a monthly meeting with all RAs over Zoom to discuss shelter policies and practices, answer questions and increase communication
- Oversees staff in flipping guest rooms within 24 hours of a family leaving shelter
- Orients new families to the building, including touring guests within 24 hours of their arrival to review guidelines and protocols
- Manages crisis situations by following FPWNY Policies and Procedures.
- Functions as the primary on-call support for the program, responding to emergency calls from RAs or filling in for RA shifts as needed in collaboration with other managers to ensure 24/7 coverage of the building.
- Completes other duties as assigned

### Skills and other Qualifications

- Excellent supervisory and leadership skills
- A champion of best practices of trauma-informed care when managing staff and working with guests
- Comfortable working closely with people in crisis and able to develop strong relationships of rapport
- Excellent communication skills, both verbal and written, for collaborating with our staff and guests
- Strong organizational skills to keep shelter clean and comfortable
- Good ethical decisions, including displaying behavior appropriate to a mentor who works in close contact with children
- Flexibility with general shift coverage, including weekends, overnights and holidays. Functions as a support to the team by helping to fill gaps in service
- Background checks required
- Comfortable navigating Microsoft Office, Google Docs and multiple online platforms like SLING (scheduling tool), Indeed (Hiring tool) and our security camera system
- Must be able to lift more than 35+ pounds and organize storage rooms that includes tall shelving
- BA in Human Services or related field preferred, 2 years of experience in a supervisory role required
- Must be able to pass the SafeServ Food Handler or Manager certification

### Agency Expectations

- Complies with agency standards of conduct and professionalism
- Demonstrates knowledge of the program, mission and services of FPWNY
- Complies with all policies and procedures in Employee Handbooks
- Is punctual and consistent in reporting for scheduled work shifts to assure coverage
- Is able to work in an alcohol and drug free environment.

Hours: Flexible schedule, Monday-Thursday, 2:00pm-10:00pm plus 8 flex hours for floating weekend shift(s), flexibility required

Compensation: \$38,000 annually with a generous PTO package and health care coverage option

To Apply: Please visit our website at [www.fpwny.org/jobs](http://www.fpwny.org/jobs)