

## **WARMING CENTER MANAGER**

**DISTINGUISHING FEATURES OF THE CLASS:** This is a professional administrative and supervisory position responsible for overseeing the daily operations and management of a warming center facility. The position requires providing a safe and welcoming environment for individuals in need of temporary shelter during cold weather conditions. The work requires an individual be available to assist during evenings and weekends to ensure the daily operation of the warming center facility. The work is performed under the general direction of a higher-level housing administrator and supervision is provided to others. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Coordinates with staff to ensure the smooth operation of the warming center facility and the provision of essential services to those seeking refuge from harsh weather conditions;  
Implements and assesses policies and procedures for the efficient and effective operation of the warming center facility;  
Trains and supervises staff to maintain proper coverage and support for all shifts;  
Coordinates with local government agencies, non-profit organizations and community partners (e.g., substance abuse and/or mental health agencies) to support collaboration and access to resources and services;  
Ensures the facility is clean, safe and well maintained, adhering to health and safety regulations and guidelines;  
Ensures food and supply inventories are adequate at all times;  
Oversees case management services and case reporting;  
Monitors and evaluates the needs of individuals utilizing the warming center;  
Maintains accurate records and documentation related to the operation of the facility, including occupancy, incidents and services provided;  
Stays informed about trends and best practices in homeless services and makes recommendations for program improvement;  
Advocates for the needs of individuals experiencing homelessness and works towards long-term solutions to address homelessness in the community;  
Ensures ongoing communication between shifts by maintaining a staff log for continuity of services;  
Prepares reports, as required;  
Conducts regular meetings with warming center staff;  
May be required to operate a motor vehicle in order to transport individuals, supplies and other materials to and from the warming center facility.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of the principles, practices and daily operations of a warming center facility; good knowledge of administrative principles and practices; good knowledge of local homeless services resources and community networks\*; ability to implement and assess policies and procedures, as it relates to the smooth operation of a warming center facility; ability to review and make referrals for available services and resources; ability to supervise the work of others; ability to establish and maintain cooperative relationships with others; ability to understand and carry out oral and written instructions; ability to prepare a variety of reports; ability to understand and interpret written material.

(over)

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma and either:

1. A Bachelor's degree or higher and three (3) years of work experience providing housing and support services for individuals experiencing housing instability (e.g., temporary or emergency housing, HUD housing, housing vouchers, street outreach, rental and supportive housing programs, etc.), two (2) years of which must have involved the supervision of staff; or
2. An Associate's degree and five (5) years of work experience providing housing and support services for individuals experiencing housing instability (e.g., temporary or emergency housing, HUD housing, housing vouchers, street outreach, rental and supportive housing programs, etc.), two (2) years of which must have involved the supervision of staff.

**NOTE:** Graduation from high school or possession of an equivalency diploma and seven (7) years of work experience providing housing and support services for individuals experiencing housing instability (e.g., temporary or emergency housing, HUD housing, housing vouchers, street outreach, rental and supportive housing programs, etc.), two (2) years of which must have involved the supervision of staff may be substituted for the college degree on a year-for-year basis.

**SPECIAL REQUIREMENT:** Possession of a valid driver's license at the time of appointment and throughout the duration of employment in this title. The appointing authority shall have the responsibility for the verification of the driver's license which may be checked throughout the course of employment in this title.

\*To be demonstrated during the probationary period.