

CTM- Resident Life Supervisor

Position Summary

The Carriage Town Ministries Resident Life Supervisor supports the Director of Quality Control by implementing working strategies used to better meet the needs of residents. As the Resident Life Supervisor at Carriage Town Ministries, you will play a crucial role in ensuring the fulfillment of program standards and the creation of a supportive and nurturing environment for our residents and staff members. The Resident Life Supervisor will work closely with the Director of Quality Control to develop and implement necessary programs, while ensuring adherence to organizational policies, processes, and procedures. The primary goal of the supervisor is to oversee day-to-day operations, ensure the well-being of residents, and maintain order and effective ministry. As a disciple of Christ and a CTM employee, we strive to “be imitators of God, as beloved children, and live in love, as Christ loved us and gave himself up for us, a fragrant offering and sacrifice and sacrifice to God” (Ephesians 5:1-2).

Major Duties and Responsibilities

Supervision and Leadership:

- Oversee and manage the daily activities of the residential facility.
- Model appropriate and effective leadership and behaviors.
- Provide leadership and guidance to staff members working within the shelter.
- Act as the onsite supervisor, providing guidance and support to staff members to ensure the fulfillment of daily activities.
- Foster a Christ-centered, grace-filled, and welcoming culture for both residents and staff members.
- Provide coverage as needed during call offs, staffing shortage etc.

Program Development and Implementation:

- Collaborate with the Director of Quality Control to develop and implement programs that meet the needs of our residents effectively.
- Continuously assess program effectiveness and make recommendations for improvement.

Resident Support and Services:

- Ensure the safety and well-being of residents within the shelter.
- Coordinate and implement support services, including counseling, case management, and life skills training.
- Address resident concerns and conflicts in a timely and appropriate manner.

Facility Management:

- Maintain a safe and clean living environment.
- Oversee maintenance tasks and coordinate repairs as needed.

- Manage inventory and supplies to meet the needs of residents.

Staff Training and Development:

- Assist staff members in developing their leadership skills and enhancing their ability to serve the homeless community effectively.
- Provide regular feedback, coaching, and support to facilitate professional growth and development.
- Train and mentor shelter staff on policies, procedures, and best practices.
- Conduct regular performance evaluations and provide constructive feedback.

Compliance:

- Adhere to all organizational standards and requirements related to service delivery, including safety protocols, confidentiality guidelines, and reporting procedures.
- Stay updated on industry best practices and regulatory changes to ensure compliance at all times.

Policy Adherence:

- Ensure that all policies, processes, and procedures are followed diligently to maintain the organization's standards of quality service delivery.
- Uphold and model organizational values and ethos in all interactions and decision-making processes.

Documentation and Reporting:

- Maintain accurate records of resident interactions, services provided, and incidents.
- Prepare regular reports on the shelter's activities and outcomes using HMIS and other databases.

Skills and Abilities

The following skills and abilities are required to be considered for this position:

- High level of interpersonal skills to work effectively with others.
- Must possess a patient and caring burden for the unhoused and the lost.
- Must be able to manage conflict and other difficult situations without making them worse.
- Must be able to balance compassion with a firm commitment to follow all CTM rules.
- Understand and lead by CTM beliefs and values supporting established CTM culture and mission.
- Understand the Christian message and share the gospel message of Christ effectively through deeds, demeanor, and words.
- Provide a safe environment for staff, residents, and visitors.
- Handle all communications both internal to CTM and external with the public with respect and professionalism.
- Faithfully complete daily log to provide between shift communication and documentation.

Qualifications

The following qualifications are required to be considered for this position:

- Five years of experience in a supervisory or managerial role, preferably in a shelter or similar setting.
- Excellent communication and interpersonal skills.
- Ability to collaborate with staff, residents, and external partners.
- Strong critical-thinking, problem-solving and decision-making abilities.
- Compassion and empathy for individuals experiencing homelessness or crisis.
- Strong organizational and time-management skills.
- Ability to handle crisis situations calmly and effectively.
- Cultural competence and sensitivity to work with individuals from diverse backgrounds.
- Be a born-again believer in Jesus Christ claiming Him as Lord and Savior as expressed by personal testimony and Christian conduct.
- Be in regular fellowship at a recognized, Christian church.
- Believe and adhere to the Carriage Town Ministries' Statement of Faith.
- Agree to adhere to the policies outlined in the Employee Handbook.
- Have a genuine concern for the salvation of souls and the spiritual welfare of our residents.
- Be known for a dedicated Christian life according to the standards in God's Word and purpose to put sin out of their lives in order to help and not hinder the cause of Christ.
- Abstain from the use of illegal drugs, and abuse of alcoholic beverages, prescription and non-prescription drugs.
- Live within their means and practice financial integrity.

Education and Training

The following education and training are required to be considered for this position:

- Bachelor's degree in social work, psychology, counseling, or a related field preferred, or applicable work experience in lieu of required degree will be considered.
- Strong understanding of homelessness a passion for serving the unhoused.
- Knowledge of relevant regulations and standards in the homeless services sector.
- Previous experience working with homeless populations or in a similar social service setting.
- Strong leadership skills with the ability to motivate and inspire others.
- Ability to work effectively in a dynamic and fast-paced environment, demonstrating resilience and adaptability.
- Familiarity or working knowledge of interim housing (homeless) programs, processes, and solutions.
- Familiarity or experience with Emergency Shelter Program (ESP), Emergency Solutions Grant (ESG), and Continuum of Care (CoC) and its activities, and the Homeless Management Information System (HMIS).
- Deep commitment to the organization's mission and values, with a demonstrated understanding of Christ-centered principles.
- Successful completion of Carriage Town Ministries Training.

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.