

## Job Description

### Overnight Supervisor

**Position Title:** Delano Navigation Center (DNC) Overnight Supervisor

**Reports To:** Program Manager

**Classification:** Non-Exempt **Category:** Full time

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#### Summary

The Overnight Supervisor (OS) assists the Program Manager (PM) and Assistant Program Manager (APM) with ongoing oversight of safe sleep operations. The OS serves as the supervisor in charge overnight and on weekends.

The OS works with the PM and APM to manage operational logistics, including such items as laundry services, housekeeping and daily, take down.

The OS must be able to work an overnight shift.

#### Responsibilities

The following reflects essential functions for this job but does not restrict the tasks that may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

#### Administration

*Goal: Supervise Overnight Staff While Serving as the Flood Representative in Charge.*

The OS will be responsible for providing oversight and direction to the overnight staff, including Shelter Coordinators and volunteers while serving as the supervisor in charge. Additional responsibilities will include:

- Providing support and guidance to staff when necessary
- implementing and overseeing various facility, personnel and program aspects.
- Fostering a spirit of teamwork and culture that is consistent with the agency's values
- Assisting in various aspects of staff's duties
- Assisting in coordinating and managing on-site volunteers



## Program Management

*Goal: Assist the PM and APM with the Day-to-Day Operations of the DNC.*

The OS will be tasked with assisting the opening and ongoing operations of the DNC. The OS will provide leadership, guidance and direct supervision of overnight program staff while serving as the supervisor in charge on graveyard shifts. Additionally, the OS will be tasked with responding to and assisting in resolving emergency and priority situations such as safety and security measures, along with resolving grievances and troubleshooting critical incidents.

## Community Engagement

*Goal: Positively advance Flood's reputation in the broader community.*

In collaboration with the PM and APM the OS is to help build strong relationships with neighboring business and residents in the city. While serving as the supervisor in charge the OS is responsible for ensuring that the Good Neighbor Policy is being implemented and fully realized.

Other Duties as assigned.

*Goal: Professional and Staff Development*

The OS will be required to attend staff meetings and training workshops as needed; enhance job performance by applying up-to-date professional knowledge and best practices gained by attending seminars and conferences and reviewing professional publications; supervise and train on-site volunteers and staff as needed and perform ad hoc projects as appointed by the PM.

## Required Qualifications

- Bachelors in Social Work, Public Administration, Business Administration or other in social service fields preferred.
- 2 years supervisory experience managing programs, staff and with increasing leadership and management responsibilities preferred.
- Experience working with vulnerable populations required.
- Demonstrated ability to manage multiple priorities required.
- Demonstrated experience leading program design and implementation.
- Highly motivated self-starter, with proven ability to develop creative solutions.
- Excellent written and oral communication skills.
- Commitment and ability to work as part of Flood's leadership team
- Demonstrated ability to utilize computers and proficiency in Microsoft Office software.



- Projects a professional demeanor and possesses excellent writing and oral communication skills, interpersonal skills, and ability to work individually and as part of a team.
- Commitment to recovery for persons with behavioral health challenges and ending homelessness.
- Employment eligibility verification
- Reliable transportation
- Successful completion of background screening & drug test
- Ability to work evenings or weekends required
- Ability to be on call for after-hours concerns
- Valid CA Driver's License, proof of insurance coverage and must be able to qualify for Flood auto insurance coverage

### Job Demands

#### Work Environment

The employee may be in contact with individuals and families in crisis who may be ill, using alcohol and drugs, and who may not be attentive to basic personal hygiene, health and safety practices. The employee may experience a number of unpleasant sensory demands associated with the participant's use of alcohol and drugs, and lack of personal hygiene. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations. The noise level in the work environment is usually moderate in an office setting. Sometimes work may become stressful when working under pressure.

#### Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand, sit, walk, stoop, talk, hear, reach above and below shoulders; use hand and finger dexterity, keyboarding and making and receiving telephone calls. The employee may be required on occasion to lift and or carry up to 20 lbs.

#### Equal Employment Opportunity (EEO)

Flood provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Flood complies with applicable state and local



laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

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