

# **Del Norte Senior Center**

## **Mobile Shower Service Supervisor** Non-Exempt Hourly Position

**Program:** Mobile Showers

**Supervisor:** Assistant Director

### **Description:**

Under the general supervision of the Assistant Director, the Mobile Shower Service Supervisor coordinates mobile hygiene services (showers and toilets on wheels) for people experiencing homelessness or housing insecurity. This position is responsible for managing all aspects of the program including volunteers, staff, data entry, reporting and working with partners.

### **Essential Duties and Responsibilities**

- Work cooperatively with other staff and management to insure the efficient and effective delivery of services to those experiencing homelessness and housing insecurity; maintain a pleasant and professional attitude at all times.
- Foster a safe, respectful and welcoming environment for shower service guests, volunteers and partners. Maintain positive, respectful, non-confrontational behaviors at all times, deescalate tense, high pressure, and emotionally charged situations.
- Supervise staff and volunteers to insure services are provided efficiently and effectively. Train new staff and volunteers as assigned.
- Address and support staff to address program challenges faced while providing services including severe weather, disruptive guest behavior, and a variety of other situations.
- Complete or oversee the completion of daily reports, data entry and monthly reports.
- Coordinate team meetings to develop and refine service delivery, safety, and guest service protocols.
- Perform other duties related to service delivery and operations of mobile hygiene unit as necessary and as assigned.

### **Knowledge, Skills & Abilities**

- Personal values consistent with the philosophy that all people deserve dignity and respect and are to be served with a high level of care where they are, not where we think they should be.
- Excellent communicator, and active listener with the ability to remain calm under pressure, redirect negative interaction, communicate clearly, troubleshoot, and solve problems.
- Ability to positively supervise, train, mentor and guide other staff and volunteers to perform to the best of their potential.
- Ability to read, write and speak English with sufficient proficiency to understand, accurately interpret and follow specific written policies and procedures and verbal direction for program implementation and to accurately communicate guidelines and educational materials to others.
- Ability to work independently following general oral and written direction, as well as specific policies, procedures, regulations, and guidelines.
- Ability to use electronic data collection systems and mobile input devices.
- Ability to prioritize work and meet multiple demands in a timely manner with minimal supervision
- Ability to remain calm in stressful situations and to make clear and well-thought-out decisions

- Ability to maintain professional working relationships with a variety of different personalities, including the ability to maintain positive relationships with guests within acceptable professional boundaries. Ability to maintain confidentiality.
- High standard for professional and personal integrity.

**Physical Abilities**

- Good physical health sufficient to fulfill all the essential duties and responsibilities of the position. The ability to maintain proper physical hygiene; ability to sit for long periods; ability to work in an outdoor environment; ability to speak and hear sufficiently to communicate with staff, volunteers, service providers and clients both in person and by telephone; and the physical ability to operate computers and other office equipment with or without adaptive assistance.

**Licenses and Certificates**

- Valid California or Oregon driver's license, depending on residency; clean driving record.

**Working Conditions**

- Work is performed both indoors in an office environment and outdoors at various locations within Del Norte County where health and safety considerations exist from physical labor, including work on wet and potentially slippery surfaces and from interactions with clients who may be living with mental health, drug and alcohol challenges.

**Minimum Requirements**

- Working knowledge of Microsoft Office word processing and spreadsheet applications; email and other commonly used office software; ability to learn program-specific software.
- Any combination of education and experience that would demonstrate the ability to meet the requirements of the position. Prior work with the homeless or other vulnerable populations is highly desirable, as well as prior supervisor experience.

**EMPLOYEE ACKNOWLEDGMENT**

I acknowledge that I have received a copy of this job description and understand the duties and qualifications expected of me.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date