Program
Job Description

Position Title	**Shelter Shift Supervisor**
Supervisor	**Program Director**
Effective Date	**11/01/2026**
Status	**Full-time Temporary**

Summary

To assist in filling the purpose and mission of South Oakland Citizens for the Homeless (SOCH) via direct responsibility for managing all shelter operations, providing hands-on support across program areas, including guest services, kitchen operations, facilities and volunteers.

Essential Functions

- Administers all aspects of supervising Welcome Inn guests such as conducting shelter intakes, property and person searches, assigning beds, monitoring behavior, completing incident reports, ensuring timely documentation, and supervising chore assignments.
- Oversee daily shelter operations to ensure the facility runs smoothly, safely, and efficiently.
- Monitor daily activities and provide support and guidance to staff to maintain a safe, orderly, and welcoming environment for all guests.
- Coordinate with guest services associates to address safety concerns, resolve conflicts, enforce shelter policies, and maintain consistent procedures throughout the facility.
- Maintain accurate and up-to-date guest records, rosters, and required paperwork to reflect new arrivals, departures, and changes in guest status.
- Ensure guest intake documentation, daily logs, incident reports, and other required records are completed accurately and in a timely manner.
- Coordinate with community partners, service providers, and outside agencies to support guest needs and facilitate effective communication and collaboration.
- Communicate relevant updates, operational concerns, guest needs, and incidents to appropriate staff and supervisors.

- Assist with resolving guest concerns and operational issues in a professional, respectful, and timely manner.
- Monitor compliance with shelter policies, procedures, safety standards, and established expectations for staff and guests.
- Assist with coverage and duties across shelter operations as needed.
- Protect guest confidentiality and ensure sensitive information is handled and shared appropriately.
- Oversee volunteers to ensure they effectively perform their volunteer duties as assigned.
- Perform additional duties as assigned by the supervisor.

Education and Experience

High school diploma or GED is required.
Shift lead or management experience is required.
Prior experience in direct service work is preferred.

Skills and Abilities

- Ability to administer the organization's programs, to institute and interpret the program policies and procedures.
- Ability to establish and maintain effective working relations with peers, volunteers, Welcome Inn guests, and the public.
- Ability to present ideas clearly and concisely, both orally and in writing.
- Ability to relate to people from diverse backgrounds.
- High personal integrity.
- Effective problem-solving, deescalation, and conflict-resolution skills.
- Basic computer skills (word processing and email) and smartphone technology are required.

Physical

- Sitting or standing for extended periods of time to perform job functions.
- Manipulate, handle, feel and control items or equipment.
- Communicate effectively orally and in writing.
- Ability to read, write, and interpret written documents.
- Occasionally lift and move objects weighing up to 40 pounds.
- Valid driver's license and a willingness to secure a chauffeur license.

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Employee Signature Date