

Job Title: Warming Center Supervisor
Location: Southside Warming Center
Reports To: Program Manager / Shelter Director
Employment Type: Full-time / Part-time / Seasonal

Position Summary:

The **Warming Center Supervisor** oversees daily operations at the Warming Center, ensuring a safe, respectful, and well-managed environment for guests experiencing homelessness during extreme weather conditions. This leadership role involves supervising staff, handling guest concerns, ensuring compliance with policies and procedures, and supporting team coordination. The Supervisor is also responsible for crisis response, documentation, and maintaining strong relationships with community partners.

This position requires strong leadership, problem-solving skills, and the ability to remain calm and supportive in a fast-paced, often high-stress environment.

Key Responsibilities:

Team Supervision & Support

- Supervise Engagement Specialists, volunteers, and support staff during assigned shifts.
- Provide direction, coaching, and on-the-ground support to ensure smooth shift operations.
- Monitor staff performance and assist in training new employees as needed.

Guest Oversight & Engagement

- Maintain a welcoming, trauma-informed environment for all guests.
- De-escalate conflicts and manage behavioral concerns professionally and compassionately.
- Respond to guest complaints or issues promptly, ensuring safety and dignity are upheld.

Crisis Management

- Serve as the lead point of contact for emergencies and critical incidents.
- Implement safety protocols and ensure appropriate responses to medical, behavioral, or environmental crises.
- Liaise with emergency services and other support agencies when needed.

Operations & Logistics

- Oversee intake and registration procedures.

- Ensure cleanliness, supply levels, and proper use of the facility during each shift.
- Report maintenance or facility issues to the appropriate contact for timely resolution.

Collaboration & Communication

- Communicate regularly with the Program Manager or Director to report incidents, staffing needs, and guest concerns.
- Work closely with outreach teams, healthcare providers, and service agencies to support guests' access to resources.
- Participate in staff meetings and contribute to improving center operations.

Documentation & Reporting

- Ensure accurate and timely completion of guest records, incident reports, and shift logs.
 - Review staff documentation for completeness and accuracy.
 - Submit end-of-shift summaries and escalate concerns appropriately.
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Qualifications:

Required:

- High school diploma or equivalent.
- 2+ years of experience in a shelter, social services, or emergency response setting.
- Prior supervisory or team leadership experience.
- Strong interpersonal and conflict-resolution skills.
- Ability to remain calm, objective, and compassionate in high-pressure situations.
- Willingness to work non-traditional hours, including nights, weekends, and holidays.

Preferred:

- Associate's or Bachelor's degree in social work, human services, or related field.
 - Familiarity with trauma-informed care, harm reduction, de-escalation techniques, and crisis intervention.
 - Knowledge of local resources, shelter systems, and homelessness services.
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Work Environment:

- This position takes place in a warming center environment serving individuals in crisis, often during extreme weather.
- The role is fast-paced and may involve standing, walking, or responding to emergencies for extended periods.

- Personal protective equipment (PPE), training, and ongoing staff support will be provided.

Equal Opportunity Employer

We welcome applicants from all backgrounds and are committed to creating an inclusive and equitable workplace.