



COMMUNITY ACTION OF NAPA VALLEY

3273 Claremont Way, Suite 207 Napa, CA 94558
707.253.6100 Fax 253.6156

JOB DESCRIPTION

JOB TITLE: CENTER MANAGER

PROGRAM: Shelter Services

SUMMARY OF RESPONSIBILITIES: The **Center Manager** is responsible for the oversight of activities within the HOPE Resource Center to ensure a safe and productive environment; a center operated by CANV Shelter Services.

Salary:	\$11.00 per hour, plus benefits
Hours/week:	40 hours, may include weekends
Exempt:	No
Department:	HOPE Resource Center
Reports to:	Adult Services Supervisor
Supervises:	No one
Location:	1301 Fourth Street, Napa, CA 94559
Date Approved:	Updated: 7/14; 4/15; 4/17

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Treat all guests equally, with respect, and according to the professional guidelines and staff rules set forth in the CANV and Shelter Services policy manuals.
2. Assist guests with their needs e.g., emergencies, mail, laundry, showers, medical and resource appointments, and use of computers and phones.
3. Work with other Shelter Services staff to assist in the successful transition of guests from the HOPE Center to other Shelter Services.
4. Maintain a clean and safe environment.
5. Provide support to Adult Services Supervisor and Case Manager.
6. Complete staff chores specific to location, shift, or assignment.
7. Provide and keep accurate inventory of necessary supplies and tools and/or equipment for guest use.
8. Refer guests who wish to talk about their plans, barriers or issues to appropriate staff.
9. Consistently enforce all site rules and policies
10. Perform security checks of the building and neighborhood.
11. Answer phones and route messages.
12. Aid and assist on-site volunteers.
13. Maintain the daily log and accurately complete any other forms necessary.
14. Attend training sessions and staff meetings as required.
15. Comply with established CANV and Shelter Services policies and procedures.
16. Perform other duties as assigned.

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QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE: Any combination of training and experience that would likely provide the required knowledge and abilities as listed below is qualifying. A typical way to obtain the required knowledge and abilities would be the equivalent of a high school diploma, with experience involving social work, business or a related field.

KNOWLEDGE OF:

Staff supervision and management techniques.
Organizational skills.
Local community resources.
Issues and challenges of homeless people.

ABILITY TO:

Work as a team member.
Work with minimum supervision.
Establish and maintain cooperative workplace relationships.
Interact courteously and tactfully with the public.
Communicate effectively with individuals from diverse social, ethnic and economic backgrounds.
Pass criminal background check

PHYSICAL DEMANDS: While performing this job, the employee is regularly required to walk; sit; use hands to handle objects, operate keyboards, tools, or controls; talk and hear. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Noise level is moderate.
- Office is located on ground floor.
- Facility is open 7 days a week.
- Some of the participants may be under the influence of drugs and/or alcohol.

IF DRIVING DURING WORKING HOURS:

- Must possess a valid California Driver License.
- Must maintain vehicle liability insurance.
- Must maintain a good driving record.

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