

CHRISTIAN AID CENTER  
Job Description: **Shelter Manager**

**Department:** Women & Children Services  
**Reports to:** Women & Children Services Director  
**Employment Status:** FT, on-call

**General Description of Work:** This position oversees the day-to-day operations of the Women and Children Services facility; ensuring a safe, healthy, and trauma-informed environment for the women and children residing with us.

**Duties & Responsibilities:**

The Shelter Manager is responsible for:

- Assisting in the shelter intake process which includes reviewing guidelines with guests, conducting UAs, checking belongings, documenting medications, assigning beds, providing facilities orientation, and facilitating pest prevention protocols.
- Assigning, reviewing, and documenting resident responsibilities, providing coaching and support when necessary.
- Assisting guests transitioning from the CAC.
- Entering guest information into the CAC database (Mission Tracker).
- Organizing and managing office and shelter supply inventories, food/clothing donations, and storage utilization.
- Scheduling, performing, coordinating, supervising, and documenting facilities maintenance.
- Preparing the facility for tours and internal events.
- Participating in weekly Women & Children Services meetings and staff meetings.
- Assisting Women & Children Services Director with representing the CAC at events and presentations, educating the public regarding homelessness.
- Other duties as assigned.

**Qualifications:**

- Two years of relevant experience preferred.
- Knowledge of or willingness to learn about issues related to homelessness such as; mental health disorders, substance use disorders, and the effects of trauma.
- Strong interpersonal skills; including ability to diffuse conflict, maintain composure, and treat all guests and staff with dignity and respect.
- Ability to create an environment that instills value in those who reside at the CAC and promotes transformational growth.
- Ability to perform physical labor such as regularly lifting and moving boxes, using stairs, making beds, and cleaning floors.

**Knowledge, Skills & Abilities:**

- Excellent initiative, communication, and time management skills.
- Ability to coach and guide others in the basics of everyday living.
- Ability to encourage others while holding them accountable to their responsibilities.

**Personal Attributes & Values:**

- Committed to leading through a relational philosophy of grace and truth.
- Maintains a high level of integrity, confidentiality, professional boundaries, and ethical behavior

**Applicants provide two professional references and one or more personal references.**

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**About the Christian Aid Center:**

With more than 75 years of rescuing and restoring lives in the Walla Walla Valley, the Christian Aid Center—Walla Walla Rescue Mission (CAC) is one of the first places that hurting individuals seek when in time of need and despair. In 1946, CAC started as a soup kitchen and chapel for men, and in time evolved into a homeless shelter.

Today, while we still address the same basic needs of sheltering and feeding needy men, women and children; we ultimately offer the opportunity for real-life change through long-term recovery programs.

An average of 60 individuals find refuge at our shelter every night, and we provide breakfast and dinner daily for anyone in our community who is hungry—resulting in more than 47,000 meals served every year. Other services include food giveaway, childcare, wellness clinic, barbershop, life-transformation programs, referrals, spiritual encouragement and volunteer opportunities.