



9908-106 Ave
Edmonton, AB T5J 2L8
T. 780.422.2018
E. hr@hopemission.com

Job Description

Job Title : Shelter Operations Coordinator
Based at : Downtown Edmonton
Reports to : Shelter Manager
Hours of work : 10 hour shifts, (1PM-11PM, Monday-Thursday) 40 hours per week

OUR MISSION

To serve, strengthen and uplift men, women, youth and children through the life-changing gospel of Jesus Christ

Job Summary:

The Shelter Operations Coordinator is responsible for the oversight and direct management of our shelter operations, staff supervision, and the implementation of shelter policies and procedures. The Shelter Operations Coordinator works in a fast-paced environment, collaborates with other departments and programs, and cares for staff well-being, in order to maximize the quality of service to Hope Mission clients and community members. The Shelter Operations Coordinator is responsible for directing frontline workers in their services of community members with physical, mental, and social health concerns and addiction challenges. The Shelter Operations Coordinator will also assist with other duties as assigned by the Shelter Manager.

Major Duties and Responsibilities:

- Oversee activities and general operations at Hope Mission Center and Herb Jamieson Center downtown.
- Collaborate with Co-coordinator to ensure consistency and continuation of the shelter process across the different shifts and teams.
- Evaluate the condition of the shelter premises daily upon arrival for maintenance, upkeep or cleanliness, and provide direction to resolve any issues.
- Work with supervisors to ensure that each shift has sufficient and appropriate staffing; assist Operations Supervisor to fill last-minute vacancies.
- Attend and participate in regular debrief/devotion with staff (rotating teams) and inform staff of any relevant updates from management or other departments
- Take time with your subordinates (supervisors) at least once per rotation for questions, coaching, and prayerful discipleship to ensure that Hope Mission Policies are understood, being carried out, and agreed with.
- Attend scheduled Shelters Leadership Meetings and other training as required.
- Inform supervisors of new hires and ensure that supervisors train them properly.



9908-106 Ave
Edmonton, AB T5J 2L8
T. 780.422.2018
E. hr@hopemission.com

- Assess and provide direction for any staff issues beyond the supervisors' scope.
- Educate staff in the referral process, programs, and how Intake are a part of Hope Mission's overall ministry.
- Conduct disciplinary action meetings in order to correct staff issues, and to encourage restoration and improved job performance.
- Work with the Shelter Manager in updating and implementing Shelter policies and procedures.
- Ensure that staff are adequately equipped to fulfill their job description, and address problems as they arise.
- Train supervisors to be leaders, and aid them to find and invest in leaders below them.
- Set the culture of service and servant leadership, through your work, presence, and prayer.
- Be on call as a primary responder to Hope Mission Shelter issues where management is required during off shift hours.

Minimum Qualifications and Skills:

- Must have the ability to manage people and a team
- Must have the ability to communicate effectively with people of diverse backgrounds
- Must have conflict resolution and communication skills
- Must have a heart for all peoples (especially the marginalized)
- Administrative and organizational abilities are required.
- Ability to exercise authority without intimidation is required.
- Self-management skills and the ability to work without direct supervision while being part of a team is required.
- A letter of reference from a ministry or church is required.

Other Requirements:

- Being a Christian Organization, we require our employees to agree and sign the Hope Mission Statement of Faith.
- Must be legally entitled to work in Canada on a full-time basis.
- Able to provide a clean Criminal Record Checks and Vulnerable Sector Search.
- A university or college diploma or degree in social work, human services, psychology (or related fields), nursing/medical, or bible school/seminary education will be considered an asset.
- 1 year of management/leadership experience is an asset.
- Work experience in related social work or human services field is an asset.
- Experience with writing policies and procedures for health and safety is an asset.