



409 Ayers Street  
Memphis, TN 38105  
901.467.0122

POSITION TITLE: **RCC/FAMILY INN EVENING and WEEKEND PRN SUPERVISOR**

TO APPLY: Email a resume and cover letter to [innkeeper@ritimemphis.org](mailto:innkeeper@ritimemphis.org)

HOURS: 6hr; 8hr; 12hr shifts available

SUPERVISOR: Family Inn Director and/or Recuperative Care Director

**JOB SUMMARY:** The PRN Supervisor works as a member of a multi-disciplinary team providing hospitality and supervision for a variety of shifts to guests experiencing homelessness receiving shelter at Room in the Inn-Memphis. These shifts would be on an as needed basis to fill in for staff absences and paid time off. Each shift will have specific duties and responsibilities that will be outlined by the directors of each program.

#### DUTIES AND RESPONSIBILITIES

- Provide supervision of all guests in program that has shift needs and monitor facility.
- Walk through building checking each exit door and lock public spaces at time specified.
- Assist meal volunteers with coordinating guests for meals as needed.
- Participate in the day to day operations of the program.
- Supervise interns and volunteers in the program.
- Answer and respond to calls to the program.
- Answer/forward after-hours office calls.
- Perform daily (and as needed) welfare checks and status updates with guests in the program.
- Maintain knowledge of whereabouts of each guest/family (signed in/out and when returning).
- Follow Policies and Procedures of the Family Inn/RCC program.
- Respond to emergency situations as needed, complete incident reports when necessary.
- Adhere to all state and federal privacy regulations, including HIPAA regarding confidentiality, privacy, and security. Support compliance with all privacy and security requirements pursuant to community partners and outside providers confidentiality agreements. This includes immediately reporting any breach of protected health information or personal identification information.
- Ensure that all adults volunteering and interacting with children comply with the Child Safety Policy at all times.
- Monitor and administer medications for RCC guests as instructed and carefully document time and other notes as needed.
- Attend all mandatory training in a timely manner.
- Update director regarding guests' participation in programs and other activities and any

needs or issues that arise over the shift.

- Participate in compliance, quality assurance and quality improvement activities as directed.
- Assist kitchen staff as needed.
- Ensure guest rooms, activity rooms, and other program areas are clean and trash removed.
- Communicate with the director or team by documenting in case notes or by email on each shift worked.
- Perform other duties as assigned.

## PHYSICAL REQUIREMENTS

The requirements described here are representative of what must be done to successfully perform the essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job function.

- Regularly required to sit, walk, stand, bend, and stoop to access information and materials in file cabinets shelves and closets.
- Normal range of hearing and vision is required in this position with or without correction.
- Must be able to work with background distractions.
- Frequently requires use of equipment such as telephone, copiers, computers and fax machine.
- Ability walk up stairs

## PERSONAL CHARACTERISTICS

- Demonstrated ability to work effectively and collaboratively with a culturally diverse population of guests, other care providers, family and community members
- Ability to work collaboratively as a member of a team
- Ability to work as an effective advocate for guests
- Ability to work well with children
- Organized and detail oriented
- Ability to function under pressure
- Ability to be flexible, open and responsive to crisis management

## QUALIFICATIONS

- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail
- Very strong interpersonal skills and the ability to build relationships with stakeholders, including staff, board members, external partners and donors
- Expert level written and verbal communication skills
- Demonstrated proactive approaches to problem-solving with strong decision-making capability

- Emotional maturity
- Highly resourceful team-player, with the ability to also be extremely effective independently
- Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer/client service and response
- Demonstrated ability to achieve high performance goals and meet deadlines in a fast-paced environment
- Forward looking thinker, who actively seeks opportunities and proposes solutions
- Ability to navigate Google Suite applications including Google Calendar, Google Drive, Sheets, Docs, and Gmail. (Training provided)

#### EDUCATION AND EXPERIENCE REQUIREMENTS

- Bachelor's Degree preferred
- Experience with at risk families and adults

This job description is not meant to be a complete listing of professional duties or responsibilities.

Executive Director reserves the right to amend any job description and/or procedures. Every effort will be made to notify employees of changes within a reasonable amount of time.

Room in the Inn-Memphis is an equal opportunity employer and makes employment decisions on the basis of merit, qualifications and competence. Company policy prohibits unlawful discrimination based on gender, race, color, religion, creed, national origin, ancestry, citizenship, pregnancy, age, marital status, sexual orientation, medical condition, physical or mental disability or veteran status or any other consideration made unlawful by federal, state or local laws.

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