



409 Ayers Street
Memphis, TN 38105
901.467.0122

FAMILY INN OVERNIGHT SUPERVISOR

HOURS: Full-time, 40 hours per week (Mon-Fri, 11pm-7am)

SUPERVISOR: Family Inn Director

COMPENSATION: \$18/hr

JOB SUMMARY: The Family Inn Overnight Supervisor works as a member of a multi-disciplinary team providing intensive case management and care coordination for families experiencing homelessness. The team is focused on working with partner organizations and MIFA to provide for the immediate and ongoing needs of these families, providing short-term supportive housing, crisis management, referral to appropriate resources, access to benefits and entitlements, appropriate and affordable housing, as part of a comprehensive approach to ending homelessness and achieving self-sufficiency.

DUTIES AND RESPONSIBILITIES

- Provide supervision of all Family Inn guests and monitor facility
- Respond to guest needs if any, during overnight hours
- Answer after hours phone calls, including emergency needs from Host Congregations - may delegate to on-call staff if site response is needed.
- Ensure the safety of the guests at all times
- Exercise good judgment and remain calm when called upon
- Follow Policies and Procedures of Family Inn Program
- Work with the Family Inn Director to ensure quality care for parents and children in the Family Inn program, including helping to identify psychological, social, and educational needs.
- Respond to emergency situations as needed, complete incident reports when necessary.
- Assist breakfast/morning crew if needed.
- 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 or otherwise entering the Family Inn program have an approved background check and have completed Stewards of Children training before interacting with children and that all staff, volunteers, parents, and other adults comply with the Child Safety Policy at all times.

- Attend all mandatory training in a timely manner.
- Update Family Inn Director regarding any issues or needs with the guests.
- Report any Host Congregation calls to Guest Services Coordinator
- Participate in compliance, quality assurance and quality improvement activities as directed.
- 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 required; Master's preferred
- Minimum 5 years of experience with at risk families

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.