



HALE 'OPIO KAUA'I, INC.
Job Description

JOB TITLE: Shelter Supports Manager (SSM)
PROGRAM: Emergency Shelter Homes (ESH)
REPORTS TO: Clinical Director & Tx Programs Director
TYPE OF POSITION: Full Time, Exempt, Salaried

APPROVED BY:  **DATE** 1/12/2026
Executive Director

SUPERCEDES JOB DESCRIPTION DATED: May 2025

I. JOB SUMMARY: This position provides leadership and supervision for staff assigned to Emergency Shelter Programs (ESH). SSM ensures seamless shelter supports crisis response, and promotes trauma-informed, culturally responsive care for youth and young adults. The role also absorbs the lead responsibilities of Crisis Manager, ensuring effective crisis intervention and safety protocols across programs.

II. QUALIFICATIONS/REQUIREMENTS:

Minimum Requirements:

Education: Bachelor's Degree in Social Work, Psychology, Human Services, or related field required; Master's preferred.

Experience: Minimum 3 years in program management, housing services, or crisis intervention; supervisory experience required.

Skills:

- Strong leadership and organizational skills.
- Knowledge of trauma-informed care, crisis response, and housing systems.
- Ability to work collaboratively across programs and with diverse populations.

Other Requirements:

- Valid driver's license, reliable transportation, and current auto insurance.
- Proficiency in Microsoft Office and electronic documentation systems.

III. ESSENTIAL JOB FUNCTIONS:

- **Program Oversight & Leadership**
 - Supervise and support staff in ESH Shelter Program.
 - Ensure staffing patterns meet 24/7 shelter requirements and maintain safety and quality standards.

- Provide leadership in implementing trauma-informed care and crisis de-escalation strategies.
- **Crisis Management**
 - Serve as lead for crisis response across programs, including emergency shelter and housing services.
 - Coordinate interventions for youth in crisis, ensuring adherence to safety plans and agency protocols.
 - Act as primary liaison with DHS/CWS, law enforcement, and crisis response teams during critical incidents.
- **Service Coordination**
 - Oversee intake, referral, and assessment workflows for shelter programs
 - Ensure timely completion of health, safety, and life skills assessments for youth.
- **Staff Development & Training**
 - Recruit, train, and retain qualified staff for shelter and housing programs.
 - Implement comprehensive training in trauma-informed care, crisis intervention, mandated reporting, and DHS documentation.
 - Conduct regular supervision, performance evaluations, and quality improvement activities.
- **Compliance & Reporting**
 - Maintain compliance with DHS licensing, confidentiality, and reporting requirements.
 - Monitor performance measures, including timely access to services, safety compliance, and discharge planning.
 - Prepare and submit program reports, data tracking, and quality improvement documentation.
- **Community Engagement**
 - Build and maintain linkages with community agencies and service providers.
 - Represent Hale 'Opio Kaua'i in multi-agency meetings, trainings, and collaborative initiatives.
 - Provide crisis intervention, advocacy, and referral to appropriate community resources.
 - Participate in team meetings, case reviews, supervision, and required training.
 - Support program development, evaluation, and continuous quality improvement efforts.
 - Perform other related duties as assigned..

IV. **OTHER JOB FUNCTIONS:**

- Report on program outcomes and quality improvement activities with Dept Director
- Coordinate and report on pre-service and in-service training.
- Maintain current documentation of agency and program policies and procedures.
- Maintain linkages with agencies and constituencies to ensure good communication and information sharing.
- Participate in all multi-agency projects, trainings, and meetings as required.
- Maintain consumer/participant and agency confidentiality at all levels.
- Other duties as deemed necessary and assigned.

V. **WORKING CONDITIONS:**

Environment: Office, shelter, and community settings.

Schedule: Full-time, flexible hours including evenings/weekends as needed for crisis response.

Physical Demands: Frequent driving, occasional lifting up to 50 lbs, regular computer use.

Mental Demands: High-level decision-making, crisis management, and team leadership.

- VI. **PHYSICAL DEMANDS:** Frequent driving to meet youth/young adults in various community settings and for meetings; may provide transportation for participants. Frequent talking and walking, occasional standing for group presentations; frequent working at a computer; occasional carrying of 20 pounds.
- VII. **MENTAL DEMANDS:** Frequent decision-making, use of judgment and discretion and group facilitation skills. Occasional use of mediation and conflict resolution skills. Creative and committed approaches to achieve outcomes.
- VIII. **COMMUNICATIONS DEMANDS:** Frequent speaking individually and in groups; frequent interpretation of information verbally, visually, and ways that meet the various learning styles of youth/young adults; requires ability to interpret and respond appropriately to written and oral needs/requests of others; highly effective oral (in person and telephonically) communication required; must work collaboratively as a member of a team; must relate well with and work cooperatively with different ethnic groups and be sensitive to the cultural, language or dialect, financial, age, and educational diversity of colleagues and consumers.
- IX. **OTHER:** Must have access to a vehicle, and must have a valid driver's license, a safe and responsible driving record, plus current no-fault auto insurance, with \$100,000 bodily injury liability coverage on personal auto(s).

This job description is intended to indicate the kind of tasks and levels of work difficulty required of the position given the title **Shelter Supports Manager**. It shall not be construed as declaring all the specific duties and responsibilities. It is not intended to limit or modify the supervisor's right to assign, direct, and/or control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of a similar kind or level of difficulty.

Employee's Acknowledgement _____ Date _____