

# Overnight and Evenings – Shelter Team Lead

Job Type: Full-time

Pay: \$20.67 - \$23.07 per hour

## About House of Mercy

Founded in 1985, House of Mercy is an emergency homeless shelter for adults, open 24/7, 365 days a year. Known as a low-barrier shelter for individuals experiencing chronic homelessness, House of Mercy strives to offer hope, healing, compassion, and safety in a supportive community. In addition to overnight shelter, services include meals, laundry, transportation, social work, crisis intervention, information and referral, and basic needs. House of Mercy partners with several agencies that provide additional services, on and off-site. These include healthcare; behavioral health; housing and legal services; and art therapy.

## Position Summary

The Evening/Overnight Shelter Team Leader plays a vital role in ensuring our overnight shelter's smooth and efficient operation during evening and night hours. You will provide leadership and supervision to a team of staff members, ensuring the safety and well-being of our guests while fostering a compassionate and supportive environment.

### Essential Duties and Responsibilities

The essential functions include, but are not limited to, the following:

- Provide direct supervision and leadership to a team of overnight shelter staff, ensuring they deliver high-quality services with compassion and professionalism.
- Collaborate with the Team Leader (Day) to develop a weekly/monthly work schedule that ensures adequate shelter staffing coverage for both day and night shifts, considering guest needs, staff availability, and PTO requests.
- Utilize a timekeeping system (ADP) to track and monitor staff hours, including Paid Time Off (PTO) usage and overtime.
- Work with the Team Leader (Day) to manage employee shifts appropriately, ensuring fair distribution of work hours and minimizing unnecessary overtime.

This may involve:

- Identify potential staffing gaps and proactively seek solutions, such as shift swaps or temporary staffing.
- Communicating schedule changes to staff in a timely and clear manner.
- Addressing any concerns regarding scheduling or workload.

- Oversee all aspects of evening/overnight shelter operations, including intake procedures, bed assignments, guest conduct, and adherence to safety protocols.
- De-escalate conflicts and maintain a safe and secure environment for both staff and guests.
- Conduct regular rounds of the shelter to ensure guest safety and the facility's security.
- Respond to guest emergencies and concerns, providing support and resources as needed.
- Collaborate with case managers and other service providers to connect guests with appropriate resources and programs to help them achieve long-term stability.
- Maintain accurate and confidential records of guest intake, incidents, and service referrals.
- Prepare reports and participate in meetings to discuss shelter operations and guest outcomes.
- Ensure the overnight shelter is clean, organized, and well-maintained.
- Train and mentor new staff members, fostering a positive and supportive team environment.
- Provide consistent supervision meetings and written disciplinary action for employee performance improvements when needed.
- Through delegation, manage the Shelter supply program through routine inventories, supply lists, and purchasing as appropriate.
- Ensure new guests receive and understand program requirements, rules, and regulations.
- Review all written violations, incident reports, and staff log narratives for appropriateness, completion, and follow-up with guests, staff, and other members of the Leadership Team.
- Document and notify the supervisor of all guest concerns, potential workflow problems, and/or any exceptions to the policy that could impact program flow and security as appropriate.
- Maintain knowledge of fire, safety, health, and work standards to ensure a safe and positive environment for all.
- Complete the timely collection and entry of data into Mission Tracker; oversees timely and accurate completion of data into Mission Tracker and logs by shelter staff.
- Facilitate monthly HoM community meetings for staff shelter guests.
- Through effective communication, ensures program goals and activities comply with House of Mercy's policies, mission, purpose, and core values.
- Stay up to date on best practices in homeless sheltering and trauma-informed care.

### **Minimum Qualifications (Knowledge, Skills, and Abilities)**

- Minimum 3 years of experience working in a homeless shelter or related social service setting.
- Proven supervisory experience, with the ability to motivate, coach, and develop staff.
- Strong understanding of the challenges faced by homeless individuals and families.
- Excellent communication, interpersonal, and conflict-resolution skills.
- Ability to work effectively in a fast-paced and demanding environment.
- Commitment to providing compassionate and client-centered care.
- Strong problem-solving and decision-making skills.
- Proficiency in Microsoft Office Suite.

### **Work Schedule**

- The primary work schedule for this position is a compressed schedule consisting of four (4) 10-hour shifts per week.
- The specific days of the workweek will be determined in collaboration with the Team Leader (Day) and Manager to ensure balanced staffing across all shifts. However, a minimum of one-weekend shift and one overnight is required.
- Flexibility is required to respond to emergencies, staffing shortages, or provide support to staff, which may occasionally necessitate working nights, weekends, or additional hours outside the core schedule.

### **Physical Demands and Work Environment**

House of Mercy is a low-barrier shelter that operates 24/7/365 and welcomes all to its services, including individuals experiencing homelessness, substance use disorders, behavioral health issues, and other trauma. The environment can be hectic, stressful, and emotional for all involved. The work itself demands patience and compassion at the individual level and focused diligence regarding the personal safety and security of all guests, staff, volunteers, and visitors. Physical demands may include moving bedding & supplies, light janitorial duties such as stripping beds, loading and folding laundry, and cleaning, and sitting and using computers for extended periods of time.

*House of Mercy is an equal opportunity employer, drug-free workplace, and complies with ADA regulations as applicable.*

*House of Mercy is an inclusive agency committed to diversity, equity, and inclusion in the workplace. We seek candidates who identify as women, LGBTQ, and those who uphold non-discriminatory values to join our team. We value the unique perspectives and experiences that individuals from diverse backgrounds bring to our organization.*

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## **Executive Assistant**

Job Type: Full-time

Pay: \$22.60 - \$25.00 per hour

### **About House of Mercy**

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### **Position Summary**

The Executive Assistant supports the senior leadership team of House of Mercy which includes the Executive Director, Director of Development and Director of Administration. The incumbent supports record keeping and files organization, internal and external communication, event planning, and marketing. This senior level administrative assistant takes on a wide array of tasks including (but not limited to): logging of financial contributions, responding to outside inquiries made by telephone / mail / email, scheduling meetings, distributing internal mail, partnering with outside vendors to oversee the distribution of marketing materials, and executing routine social media posts and website content. The incumbent should have great communication, technology and problem-solving skills.

### **Essential Duties and Responsibilities**

The essential functions include, but are not limited to the following:

- Assists Executive Director and Director of Development with general administrative tasks including maintaining document storage; organizing schedules; word processing, printing and copying; and managing correspondence including emails, phone calls, and letters;
- Opens and distributes internal mail appropriately;
- Assists with scheduling of internal and external events and programming;
- Accurately records contributions in donor database (Donor Perfect);
- Ensures gift acknowledgements and other donor communications are completed in a timely manner;
- Receives, records and processes receipts for gifts-in-kind;

- Supports a variety of donor stewardship activities including building tours, meetings, phone calls, and emails;
- Supports in planning and coordinating fundraising and donor events;
- With the support and direction of leadership, implements basic social media strategies and web content updates;
- Manages development and communications efforts aimed at recruiting and retaining volunteers;
- Assists with a variety of administrative tasks including word processing, printing and copying, and maintaining documents and filing;
- Attends meetings as assigned;
- Performs a variety of miscellaneous duties as assigned by HOM Leadership Team.

### **Qualifications (Knowledge, Skills, and Abilities)**

- 3 to 5 years of related experience
- Offers a flexible work schedule; team player attitude; a collaborator, learner and multi-tasker who is willing to support the Mission in a variety of areas
- Schedule is mostly daytime, Monday-Friday; some evenings and weekends required
- Professional communication skills with exceptional writing, editing and proofreading
- Exceptional organizational skills; ability to multi-task in dynamic environment
- Ability to use with social media platforms (Facebook, Instagram, LinkedIn), email systems (Gmail and Constant Contact), and website administration tools (WordPress)
- Advanced level computer skills including Microsoft Office and Google
- Experience with Donor Perfect a plus
- Professional appearance and demeanor
- Positive, service-minded attitude
- Must maintain confidentiality and integrity
- Strong understanding and commitment to House of Mercy's Mission
- Flexible, energetic, compassionate, open-minded, creative, self-motivated
- Strong sense of teamwork, patience, empathy, kindness, tolerance

### **Physical Demands and Work Environment**

The House of Mercy operates 24/7/365 and welcomes all to its services, including those facing homelessness, substance abuse, severe mental illness, trauma, violence and severe poverty. Teamwork, patience, compassion, and tolerance are

at the core of what we do. The environment can be stressful, demanding, and emotional for all involved.

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# Director of Development

Job Type: Full-time

Pay: \$85,000.00 - \$90,000.00 per year

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## Position Summary

The Director of Development is a dynamic team player with exceptional creativity, communication skills, and fundraising experience. The Director of Development is responsible for sharing the vision and mission of House of Mercy with the community at large in addition to overseeing the execution of all fundraising and communications activities for House of Mercy. In cooperation with the Executive Director and the Board of Directors, the incumbent will set fundraising goals and implement a communications and development plan. The solicitation, cultivation and stewardship of foundations, major donors and the community at large is a primary function. The incumbent offers leadership, guidance, and support to other departments as needed, fostering collaboration and cohesion across the organization.

## Essential Duties and Responsibilities

### FUNDRAISING/DONOR RELATIONS

- Support a budget of up to \$3.5M through execution of annual giving, special events, and grants programs
- Leads the solicitation, cultivation and stewardship of donors at all levels
- Generates and develops new fundraising opportunities – expanding our database of regular and potential contributors to the organization
- Oversees gift processing and acknowledgement in cooperation with department staff and with the support of DonorPerfect software
- Researches grant opportunities, interfaces with foundation staff, submits grant applications and follow up reports, and ensures stewardship of foundation donors

- Responds to donor inquiries and requests and, when appropriate, prepares correspondence
- Oversees event planning and execution including donor breakfasts and our annual winter Gala in addition to 4 to 6 third party events
- Secure food and other gifts in kind to support the annual Christmas distribution

#### COMMUNICATIONS/MISSION ENGAGEMENT

- Writes and oversees the distribution of annual appeals and other fundraising solicitations targeted to potential and existing donors
- Crafts relevant communication pieces, such as brochures or informational materials that align with the House of Mercy philosophy, and mission
- Coordinates with other staff and volunteers in the creation of a Spring and Fall Newsletter
- At the direction of the Executive Director, creates internal communications
- Prepares press releases and coordinates with local media outlets
- Helps secure and arrange speaking engagements for the Executive Director that elevate the presence of House of Mercy in the community
- Oversees the department team and volunteers in the content and maintenance of social media platforms and website
- Manages email marketing efforts using Constant Contact
- Identifies new sources of revenue and continues to grow established revenue sources and partnerships.

#### ADMINISTRATION

- As appropriate, participates in board meetings to provide updates on fundraising and communications initiatives and progress
- Cooperates with the Finance Team and Leadership to ensure proper stewardship and reporting of donor dollars
- Engages and supports efforts of the Development Committee of the Board – providing reports, executing strategies and pursuing leads
- Cooperates with House of Mercy's leadership team to maintain awareness and engagement with funding needs and current programming and initiatives
- Stays connected to current events and aims to be a subject matter expert in understanding poverty and homelessness

#### **Qualifications (Knowledge, Skills, and Abilities)**

- Bachelor's degree in business, communications, nonprofit management or related field preferred

- 10 years of experience working in the nonprofit sector and 5 years' experience in nonprofit development and communications preferred
- Exceptional oral and written communication skills
- Demonstrated experience with donor solicitation, cultivation and stewardship
- Demonstrated relationship builder and project manager – an ability to work well with others
- Strong network within the Rochester philanthropic community a plus
- Proficient in Microsoft Office Suite, specifically Excel, Word, and PowerPoint
- Ability to use with social media platforms (Facebook, Instagram, LinkedIn), email systems (Gmail and Constant Contact), and website administration tools (WordPress)
- Experience with DonorPerfect software a plus
- Schedule is mostly daytime, Monday – Friday; some evenings and weekends are required

### **Physical Demands and Work Environment**

The shelter operates 24/7 and welcomes all to its services, including homeless, substance and violence abuse, and impoverished people. It can be stressful and emotional for all involved. The work itself demands compassion at the individual level and diligence regarding the personal security of all. Physical demands may include moving bedding, supplies, furniture, etc.

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