
Position Description

Title: Hospitality House Administrator
Reports to: Executive Director
Salary Range: [REDACTED]

General Responsibilities

Under the supervision of the Executive Director, the Hospitality House Administrator will provide the daily oversight and supervision of the facility and guests of the Hospitality House shelter programs of Mendocino Coast Hospitality Center (MCHC).

The Hospitality House Administrator will lead and oversee the provision of shelter to homeless people within the Mendocino County Homeless Services Continuum of Care, and within the Hospitality House (HH) policies.

Specific Duties

- Recruit, schedule and train staff, including the scheduling of an on-call function.
- Represent Hospitality House to the neighborhood, resolving community issues as soon and effectively as possible, within the agreed parameters of the responsibilities of the agency.
- Represent MCHC at a variety of meetings with community members and stakeholders.
- Assess repairs and upkeep necessary for maintenance of the facility. Make recommendations for capital expenditure or for use of contractors to the Operations Manager. Make provisions for necessary minor repairs.
- Oversee and manage compliance with the Use Permit and zoning.
- Be the lead Food Safety Handler. Oversee health and safety within the kitchen and for food preparation. Make food orders to commercial companies and through the Food Bank.
- Ensure the upkeep of fire safety devices such as smoke detectors and fire extinguishers, including ensuring that all inspection requirements are current and in compliance.
- Schedule and lead the annual visit of the Fire Marshal, in liaison with the Operations Manager.
- Oversee chores by guests, either directly, or through delegation to junior staff.
- Oversee and manage the intake process, including entry into Coordinated Entry and HMIS.
- Give advice and information to homeless people seeking shelter.
- Work within the MCHC management team to refer clients to Hospitality Center for supportive services and to jointly promote good standards of individualized care.
- Oversee the assistance to guests to develop move-on plans, using Housing First principles.

- Implement the rules and expectations related to direct client services to ensure a safe and equitable environment (see HH Sanctions Policy). Review and implement bans and Second Chance Applications.
- Establish and manage off-site pickups of food and donations, e.g. from Fort Bragg Food Bank.
- Support and manage volunteers at the Hospitality House.
- Ensuring always that a Release of Information has been signed, to liaise with external agencies such as General Assistance to promote the welfare of clients.
- Compile monthly statistics to report to the Executive Director and Board of Directors.
- Maintain courteous and professional relationships with all external agencies.
- Attend and participate in weekly case conferencing meetings, MCHC staff meetings, and related training as scheduled.
- Maintain client confidentiality.
- Maintain clients' records and data, including inputting of data to the HMIS Client Track database
- Produce monthly reports as needed and/or directed.
- Coordinate with other HH/ HC services, such as the resource center "Hospitality Center".
- Review and revise Hospitality House Policy and procedures as necessary.

Job Skills and Abilities

- Understanding and implementation of Housing First and best shelter practices per H.U.D. & H.C.D.
- Experience working with people without homes and or with mental health problems.
- Experience of staff supervision.
- Maintenance and/ or construction experience.
- Ability to exercise good judgment, follow oral and written directions.
- Good clerical skills and attention to detail.
- Ability to communicate effectively both orally and in writing.
- Ability to establish cooperative working relationships with clients and staff and external agencies.
- Understanding of and ability to maintain client confidentiality.
- Satisfactory computer skills including ability to use Office software, databases, and Internet.
- Ability to maintain attitude of fairness and objectivity.