



Job Title: Shelter Support Supervisor

Reports To: Operations Manager **Location:** The Landing Place Family Shelter. Kalamazoo, MI

Status: Full-Time **FLSA Status:** Salary, Non-Exempt

Program Area: Shelter

Compensation: \$52,000–\$55,000 annually, comprehensive benefits package, paid time off, paid holidays, and floating holiday.

Position Summary

The Shelter Support Supervisor provides strategic leadership and day-to-day oversight of shelter operations to ensure a safe, welcoming, and trauma-informed environment for families experiencing homelessness. This role supports the organization's mission, **"Prevent and end homelessness for families with children and help them achieve sustainable independence through a community-based response,"** by ensuring the shelter operates efficiently, staff are supported, and families receive high-quality services.

The Shelter Support Supervisor is responsible for supervising shelter operations, leading and developing staff. Working closely with program leadership and community partners, the Shelter Support Supervisor ensures that shelter services are delivered consistently and effectively while supporting continuous quality improvement and organizational excellence.

Essential Responsibilities

Staffing, Supervision & Culture

- Supervise, coach, and support Shelter Support Staff
- Responsible for hiring, onboarding, and training shelter staff.
- Invested in professional development of shelter support staff and responsible for coordinating and implementing ongoing training for staff.
- Monitor staff performance and provide regular feedback and coaching.
- Promote teamwork, professionalism, and a trauma-informed culture.
- Address staff concerns and assist with conflict resolution.
- Participate in hiring, performance evaluations, and disciplinary actions in collaboration with leadership.

Family Support

- Foster an environment that treats all families with dignity, respect, and compassion.
- Support staff in responding appropriately to family concerns and crises.

- Assist with conflict resolution involving guests when necessary.
- Promote trauma-informed, strengths-based interactions with families.
- Collaborate with Family Services Coordinators to support housing stabilization efforts.

Administrative Responsibilities

- Develop and maintain staff schedules to ensure appropriate coverage across all shelter shifts.
- Manage Time off requests and call offs.
- Maintain accurate documentation and operational records.
- Prepare reports and track operational metrics as assigned.
- Monitor inventory of shelter supplies and communicate operational needs.
- Assist with policy development and implementation.

Additional Assigned Duties

- Perform other duties as assigned to support the mission and operations of the agency.
- Responsible for collaborating with community partners and vendors to ensure shelter needs are met.

Qualifications

- High school diploma or GED preferred; equivalent combination of education and relevant experience considered.
- Minimum of 1 year of experience supervising or overseeing staff.
- Experience in customer service, hospitality, childcare, or human services preferred
- Experience in crisis intervention and residential service preferred
- Ability to work effectively with diverse populations, including families experiencing homelessness.
- Strong interpersonal and communication skills.
- Ability to maintain professional boundaries.
- Ability to work independently and as part of a team.
- Basic organizational and cleaning skills.
- Flexibility to work evenings, weekends, holidays, and participate in an on-call rotation schedule as needed.
- Ability to pass required background checks.

Physical Requirements

- Ability to stand and walk for extended periods.
- Ability to frequently lift and /or move more than 25 pounds
- Ability to occasionally lift and /or move more than 50 pounds
- Ability to perform routine cleaning tasks.
- Valid driver's license and insurable driving record required for operating agency vehicles in support of program needs.
- Ability to pass required background checks.

Core Competencies

- Leadership and Accountability
- Trauma-Informed Practice
- Conflict Resolution
- Safety and Risk Management
- Organization and Time Management
- Adaptability
- Professional communication
- Critical thinking and problem-solving
- Collaboration and teamwork
- Cultural responsiveness

Work Environment

This position operates within the Landing Place emergency shelter, a residential setting serving families with children experiencing homelessness. This role involves direct, on-site engagement with families and collaboration with multidisciplinary staff. Flexibility to work evenings, weekends, holidays, and participate in an on-call rotation schedule as needed.

How to Apply: Please send resumes and cover letters to hiring@fpswm.org by August 3, 2026.

Family Promise provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.