



Position Title: Shift Supervisor
Classification: Exempt, Full-Time
Reports To: Shelter Manager
Location: 60616

Company Overview

Bright Star Community Development Corporation was birthed in September 2020 as the Community and Economic Development complement to the Social Services work done by Bright Star Community Outreach for the past 15 Years.

MISSION:

To develop high quality affordable housing, promote economic development by creating employment training, pathways and opportunities, and advocating for a more vibrant Greater Bronzeville community.

GOALS:

Increase access to quality affordable housing
Increase local workforce and job talent pool to capitalize on burgeoning sectors
Stimulate economic development for small businesses
Increase household income for low to moderate income families located in the service area

Position Overview

The Shift Supervisor holds a crucial role in managing and overseeing its operations. Their primary duty is to guarantee the smooth functioning of the shelter and to uphold the safety and welfare of everyone residing within its premises.

Scope of Responsibilities

- Provide coverage for the general welfare and safety of the shelter residents, staff, and volunteers.
- Provide exceptional customer service to all residents and guests.
- Provide crisis prevention and intervention as needed.
- Complete routine resident and facility check to ensure that residents are not at risk and that the facility is free of potential hazards (leaks, fire, destruction of property, etc.)

Bright Star Community Development Corporation is committed to creating a diverse team environment that reflects the community we serve. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.



- Ensure nightly head count is completed and complete reports as assigned.
- Document incidents and residents' grievances into tracking software and submit an incident report.
- Assign work-related projects to Residential Aides, Security, and Janitorial staff as needed.
- Perform other duties as assigned.

Staff Supervision:

- Notify the Shelter Manager of adjustments to staff scheduling to accommodate illness, etc.
- Supervise Case Manager, Residential aides, Security, and Janitorial staff to ensure they meet goals and perform their duties as discussed.
- If it is necessary to remove staff, communicate with the Shelter Manager.
- Ensure necessary information is communicated to shelter staff as policy and procedures change.
- Assist the Shelter Manager in completing documentation relevant to resident and facility reporting.

Preferred Background and Qualifications

- Bilingual in English and Spanish
- Minimum two years of experience working in a residential facility preferred
- Must have good interpersonal skills with the ability to communicate effectively, written and oral
- Ability to handle and prevent crisis situations with minimal supervision
- Must have some computer skills and be able to formulate incident reports
- Ability to work with clientele that have special needs with respect and compassion
- Help to foster and to promote a positive and harmonious atmosphere at the shelter
- Strong communication, interpersonal, and problem solving skills
- Ability to work collaboratively in a team environment and adapt to changing circumstances
- Understanding the needs and challenges faced by individuals with diverse backgrounds, abilities, and behavioral conditions
- Ability to stand/sit/walk for extended periods of time
- First aid and CPR/AED certification preferred

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For more information or to apply, please contact Nichole Carter at ed@brightstarcdc.com

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