

# Operation Nightwatch

## Job Description

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JOB TITLE: NIGHT DISPATCH SUPERVISOR  
REPORTS TO: Deputy Director  
SUPERVISES: Shift Security  
FLSA STATUS: EXEMPT: \_\_\_\_\_ NONEXEMPT: \_\_\_\_\_ X \_\_\_\_\_

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### **JOB SUMMARY**

The Night Dispatch Supervisor ensures that clients, volunteers and staff are treated in a way that is consistent with our Christian foundation – with emphasis on fairness, honesty, dignity and respect. The position serves as the overseer of the Dispatch Center and is responsible for the overall operation on assigned nights. The Supervisor works to maintain an environment that is welcoming, orderly and safe for clients, volunteers and staff.

### **ESSENTIAL JOB FUNCTIONS:**

**(Responsibilities, Accountabilities, and Competencies; May not include all duties of this job)**

#### **General Responsibilities**

1. Supervises Security employees and volunteers.
2. Ensures that the Dispatch Center opens on time.
3. Strives to maintain an orderly and welcoming environment in the Dispatch Center.

#### **Helping Homeless Clients**

1. Using all available resources, works to place homeless clients in available shelter spaces on a given night.
2. Works to ensure that homeless clients are offered food, beverage and hygiene supplies, as supply permits.
3. Effectively and compassionately manages clients whose behavior adversely impacts the safety and environment for others.

#### **Working with Volunteers**

1. Acts as the face of Operation Nightwatch to all community volunteers in the Dispatch Center, ensuring they are made to feel valued and welcome.
2. Leads volunteers and staff in opening prayer.
3. Ensures that kitchen volunteers are aware of and follow proper sanitation and hygiene procedures.
4. Provides guidance to kitchen volunteers regarding use of supplies, including foodstuffs, beverages and dry goods.
5. Encourages interaction between clients and volunteers, as appropriate, considering the number of volunteers, time, and supplies available.
6. Receives appropriate in-kind donations of products and food, offering a receipt to the donor.

#### **Working with Staff**

1. Provides work direction for the Security person on duty.
2. Encourages teamwork with Security and volunteers to accomplish the goals of the Dispatch Center on any given night.

- Works together with Security to deal with incidents, whether within or outside of the Dispatch Center.

**Building**

- Ensures that the Dispatch Center, including restrooms and kitchen, are ready before opening.
- Ensures that the Dispatch Center (including kitchen and dumpster area) is tidy and secure before leaving the building after closing.

**Administrative**

- Completes and maintains records, logs and reports, as required.
- Communicates nightly statistics, as required.
- Reports building maintenance problems and supplies needs to administrative staff on a timely basis.
- Communicates information, as required, with the administrative staff.
- Secures valuables (i.e. donations, bus tickets, hygiene supplies, etc.) as appropriate.

Perform other related duties as required.

**ESSENTIAL JOB QUALIFICATIONS:**

**(Any equivalent Combination of Knowledge, Skills, Abilities, Education, and Experience)**

- Education:** High school diploma.
- Experience:** Experience working with people who are homeless and prior supervisory experience.
- Faith:** Holds a personal Christian faith, consistent with the Nightwatch inter-denominational Christian purpose.
- Other Qualifications:** Ability to work well in a chaotic environment. Experience with volunteer recruitment and supervision. Experience working with computers, (WORD and EXCEL). Communication skills as evidenced by the ability to express self clearly, both verbally and in writing.

**Physical Requirements:**

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|----------------------------|--------------|-------------------------|--------------|
| • <b>Standing/walking:</b> | Constantly   | <b>Sitting:</b>         | Constantly   |
| • <b>Lift/Carry</b>        | Occasionally | <b>Push/Pull</b>        | Occasionally |
| • <b>Climbing</b>          | Rarely       | <b>Bending/twisting</b> | Occasionally |
| • <b>Hands/Arms</b>        | Constantly   | <b>Sight</b>            | Constantly   |
| • <b>Speech/Hearing</b>    | Constantly   |                         |              |

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| <p>Key: <b>Constantly</b> = over 2/3 time; <b>Frequently</b> – 1/3 – 2/3 time; <b>Occasionally</b> = 1/3 – 1/10 time<br/> <b>Rarely</b> = less than 1/10 time    <b>Never</b></p> |
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This Job Description reflects Operation Nightwatch’s best effort to describe the essential functions and essential qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities or qualifications of the job. This document is not intended to exclude

an opportunity for modifications consistent with providing reasonable accommodation. This is not intended to be a contract. Your signature indicates you have read this Job Description and understand the essential functions and essential qualifications of the job.

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Employee Review: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Review: \_\_\_\_\_ Date: \_\_\_\_\_