



OFFICE OF THE SERVICES COMMISSIONS
LOCAL GOVERNMENT SERVICES COMMISSION
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26th May, 2025

CIRCULAR No. 26/2025

Applications are invited from suitably qualified Officers to fill the undermentioned vacant post of **Shelter Manager (GMG/AM 4)**, salary range \$2,803,771–\$3,678,791 per annum and any allowance(s) attached to the post in the **Trelawny Municipal Corporation**.

Please see attached the relevant job posting.

Applications are to be submitted no later than 13th June, 2025 to:

Secretary
Local Government Services
Office of the Services Commissions
Ministry of Finance and the Public Service Complex
2nd Floor, G Block
30 National Heroes Circle
Kingston 4

Please note that only short-listed applicants will be contacted.

Yvonne S. Hamilton (Miss)
Secretary (Actg.)
Local Government Services
for Chief Personnel Officer



**MINISTRY OF LOCAL GOVERNMENT & RURAL DEVELOPEMENT
LOCAL AUTHORITY
JOB DESCRIPTION AND SPECIFICATION**

JOB TITLE:	Shelter Manager
JOB GRADE:	GMG/AM 4
POST NUMBER	
BRANCH:	Poor Relief Branch
SECTION:	Outdoor
REPORTS TO:	Inspector of the Poor
MANAGES:	Cook Kitchen Attendant Sanitation Attendant Groundsman

This document is validated as an accurate and true description of the job as signified below

Employee

Date

Head of Department/Division

Date

Date received in Human Resource Division

Date

1. STRATEGIC OBJECTIVES OF THE BRANCH:

To provide social assistance and support to eligible community members as stipulated by the Poor Relief Act. The Poor Relief Branch - Outdoor focuses on delivering non-institutional care to those eligible for relief, including direct aid, community outreach, and social service programs that enhance the well-being and quality of life for the indigent and vulnerable in the jurisdiction.

2. JOB PURPOSE

Under the direct supervision of the Inspector of the Poor, the Shelter Manager ensures the efficient and effective operation of a shelter facility (including night shelters, drop-in centers, and transitional housing for the homeless) by overseeing daily operations, maintaining a safe environment, and ensuring adherence to health, safety, and policy standards. The Shelter Manager also plays a key role in managing resources, supervising support staff, and liaising with external partners to provide comprehensive services to shelter residents.

3. KEY OUTPUTS

- Order and cleanliness maintained within the facility
- Meals and essential services provided on schedule
- Accurate records of shelter residents and activities
- Compliance with health, safety, and operational standards
- Regular inspections and maintenance reports completed
- Partnerships with external agencies for enhanced services
- Comprehensive reports on shelter operations prepared for the Inspector of the Poor

4. KEY RESPONSIBILITY AREAS

Technical/Professional Responsibilities

- Manage shelter operations, ensuring a welcoming, secure, and clean environment for all residents.
- Conduct intake and orientation for new residents, maintaining records of each individual's information in accordance with privacy standards.
- Oversee the provision of daily necessities such as meals, personal hygiene items, and sleeping arrangements.
- Maintain a schedule for regular cleaning, sanitation, and general upkeep of the facility, supervising the work of support staff.
- Identify facility maintenance needs and liaise with the Inspector of the Poor for timely repairs.

- Enforce shelter rules and policies, managing resident behavior, and addressing disturbances in collaboration with security personnel.
- Monitor inventory and request supplies to ensure continuous provision of meals, hygiene products, and other necessary items.
- Liaise with health and social service providers to support residents with specific needs, including coordinating healthcare visits when necessary.
- Supervise staff and volunteers to ensure consistent service delivery and adherence to safety protocols.
- Prepare and maintain comprehensive records on resident interactions, incidents, and services provided, ensuring data is accurately documented and stored.
- Lead emergency response initiatives, including safety drills and coordinating with local emergency services as needed.
- Conduct regular evaluations of shelter operations, making recommendations for improvement and reporting to the Inspector of the Poor.
- Attend team meetings and participate in planning sessions to improve shelter services.
- Maintain communication with the Inspector of the Poor, providing updates on shelter status, resident needs, and staff performance.
- Assist in preparing reports on shelter operations, including data on resident turnover, incidents, and inventory needs.
- Contribute information and insights for the annual budget development process, ensuring resources align with shelter needs.
- Conforms to the rule and regulations, regulations and guidance of the local authority in ensuring mission of shelter is achieved.

Human Resource Responsibilities

- Supervise, motivate and provide guidance to shelter staff.
- Conduct staff briefings and participate in performance evaluations, identifying development needs and providing opportunities for professional development.
- Model appropriate behavior and interpersonal skills, fostering a supportive environment for both staff and residents.

Other Duties:

- Performs other related duties that may be assigned from time to time

5. PERFORMANCE STANDARDS

- Shelters maintained according to health and safety standards, with a clean, organized, and secure environment.
- Meals and essential services provided on schedule, with adequate supplies maintained.
- Shelter rules enforced consistently, ensuring a respectful and orderly environment.

- Accurate and timely reporting on shelter activities, resident status, and incidents.
- Effective collaboration with external agencies to enhance resident support and services.
- Staff supervision and performance managed to ensure service delivery aligns with shelter goals..

6. INTERNAL AND EXTERNAL CONTACTS

Internal Contacts (required for the achievement of the position objectives)

Contact (Title)	Purpose of Communication
Inspector of Poor	<ul style="list-style-type: none"> • Receive instructions/directions • Provide updates on status of shelter • Advice on new issues or development and propose alleviating strategies
Staff	<ul style="list-style-type: none"> • Provide leadership and direction • Exchange ideas for service improvement

External Contacts (required for the achievement of the position objectives)

Contact (Title)	Purpose of Communication
Board of Supervision	<ul style="list-style-type: none"> • Provide data/information
NGOs/Community Group	<ul style="list-style-type: none"> • Liaises and collaborates on service delivery • Receives donations
Fire Department	<ul style="list-style-type: none"> • To allowance to effect safety checks
Inhabitants/General public	<ul style="list-style-type: none"> • Supply information on pertinent issues, receive information/data

7. AUTHORITY

- Recommend procedural or operational changes.
- Enforce shelter rules, ensuring a safe and respectful environment.
- Initiate maintenance requests and order supplies for shelter operations.
- Call upon local emergency services in response to incidents or security concerns.

8. REQUIRED COMPETENCIES

Core

- Confident interpersonal skills and professional demeanour
- Effective people management, especially in handling challenging behavior.
- Initiative to enhance shelter operations and service delivery
- Problem-solving skills and decisive action
- Crisis management abilities.
- Professionalism
- Integrity
- Effective oral and written communication
- Teamwork and cooperation
- Integrity and empathy

- Problem-solving
- Crisis management
- Decisiveness

Technical

- Knowledge of shelter management
- Knowledge of facilities management
- Knowledge of inventory management
- Knowledge of health, safety, and hygiene protocols.
- First aid knowledge and the ability to identify emergencies.
- Experience with diverse populations, including those in need of mental health support with empathy and patience.
- Computer skills for data management and reporting, with capability for manual handling as required.

9. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Associate Degree or Diploma in General Administration, Social Services, or a related field.
- Three (3) years of experience working in shelter management, social services, or a similar field.
- Training in facilities management would be an asset
- Training in First Aid would be an asset

10. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Exposure to a dynamic environment, with residents potentially exhibiting challenging behaviors.
- Availability to work nights, weekends, and public holidays, based on shelter needs.
- Ability to remain calm under pressure, with heightened awareness of potential safety issues.

