



JOB DESCRIPTION

Position Title: Shelter Supervisor

Program/Division/Department	Programs & Services
Reports to:	Director, Operations
Version Date:	August 2026

Position summary:

The Shelter Supervisor is responsible for overseeing the daily operations of our Safe Shelter. Reporting to the Director, Operations, the Shelter Supervisor is responsible for providing leadership and support to shelter staff while ensuring a safe, respectful, and culturally responsive environment for Inuit individuals and children experiencing domestic violence.

Key Responsibilities:

Safe Shelter

- Supervise the daily operation of the Safe Shelter, ensuring a safe, welcoming, and culturally respectful environment.
- Provide leadership, coaching, scheduling, and day-to-day supervision of shelter staff and volunteers.
- Support staff in responding to client needs, crises, and emergencies using trauma-informed and de-escalation practices.
- Ensure shelter policies, procedures, and safety protocols are consistently followed.
- Oversee client admissions, intakes, exits, and documentation.
- Maintain accurate and confidential client and program records.
- Support clients by connecting them with housing, health, income, cultural and community resources.
- Build and maintain collaborative relationships with community agencies, emergency services, and housing providers.
- Monitor shelter occupancy and ensure services meet program standards and funder requirements.
- Assist with incident reporting, program statistics, and operational reports.
- Participate in staff recruitment, orientation, training, performance and staff scheduling.

Community Engagement and Program Participation

- Participate in community outreach, engagement activities, workshops, and special events.
- Assist with planning and implementation of community-based initiatives related to housing, wellness, and homelessness prevention.
- Represent IAM at meetings, forums, and events as requested.

Administration and Reporting

- Complete monthly reports, statistics, and program documentation required by funders and



IAM.

- Participate in program evaluation, data collection, and reporting activities.
- Maintain confidentiality and ensure compliance with organizational policies and funding requirements.

Organizational Support

- Provide support to other IAM programs and organizational activities when requested by management.
- Perform other related duties consistent with the position and organizational objectives.

Confidentiality and Professional Conduct

- Maintain strict confidentiality regarding client, organizational, and program information.
- Adhere to Inuit Qaujimajatuqangit (IQ) principles, IAM policies, workplace standards, and professional ethics.

Qualifications:

Diploma or certificate in Human Services, Social Work, Community Development, Office Administration or related field.

An equivalent combination of education, training, lived experience, and cultural knowledge will be considered

Knowledge, Skills and Abilities

- Experience working with vulnerable populations or within housing, homelessness prevention, or social services.
- Knowledge of Employment and Income Assistance (EIA), Employment Insurance (EI), and community support services.
- Strong organizational, communication, and interpersonal skills.
- Ability to maintain strict confidentiality and professional boundaries.
- Proficiency with Microsoft Office and electronic record-keeping systems.
- Ability to work independently and collaboratively in a team environment.
- Understanding of Inuit culture, history, and the unique challenges facing Inuit communities.

Assets

- Experience working in Indigenous or Inuit community-based programs.
- Knowledge of culturally responsive or land-based learning approaches.
- Ability to speak or understand Inuktitut or Inuinnaqtun.

Required Certifications & Clearances



- Valid First Aid and CPR certification (or willingness to obtain)
- Criminal Record Check with Vulnerable Sector Search
- Child Abuse Registry Check

Languages

- Fluency in English is required.
- Fluency in Inuktitut is an asset.
- Fluency in French is an asset.

Working Conditions

- Shift work including evenings and weekends based in Manitoba within the organization's primary location.
- Flexible varied schedule; includes evenings, weekends and occasional holidays.