



JOB DESCRIPTION

Position Title	Program/Department	Reports to
Family Shelter Services Team Lead	Housing	Director of Housing Services
Employment Status	FLSA Status	Effective Date
☐ Temporary ☒ Full-Time ☐ Part-Time	☐ Non-Exempt ☒ Exempt	August 2026

POSITION SUMMARY

Good Samaritan's mission is to end poverty and homelessness, in partnership with our community, by leading the way in providing affordable housing solutions and supportive services.

The Family Shelter Services Team Lead provides day-to-day leadership, supervision, and support to a small team of staff serving families experiencing homelessness within an emergency shelter program. This position balances staff supervision with direct client service responsibilities, program oversight, and quality assurance activities to ensure positive housing outcomes for participating families.

Good Samaritan provides emergency shelter to families experiencing homelessness with a master leasing model; renting units within the Ottawa County area and placing families in those units while they work toward long term sustainable housing. The team lead ensures high-quality, housing-focused case management services, ensures program compliance and best practices, monitors services delivery outcomes, and helps families progress toward permanent housing stability.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- Provide direct supervision, coaching, and performance management to assigned staff
- Conduct regular individual supervision meetings, case consultations, and team meetings to support staff development and service quality
- Review case documentation, housing plans, assessments, and service delivery practices to ensure compliance with agency and funder requirements
- Assist staff in addressing complex client situations and promoting a strength-based, trauma-informed approach to service delivery
- Foster effective communication between community partners, landlords, and families residing in the emergency shelter program
- Maintain a reduced caseload of families requiring weekly in-home case management support

- Coordinate referrals to community resources and supportive services, provide crisis intervention and conflict resolution as needed, and support successful transitions from shelter to permanent housing
- Routinely evaluate program progress and modify plans as needed to meet program outcomes
- Other duties as assigned

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- BSW or Bachelor's degree in a related field with 2 years related experience preferred.
- At least 1 year of supervisory experience
- Ability to interact with people of a diverse background and collaborate with other organizations
- Ability to work independently and as part of a team
- Ability to complete work accurately under deadlines
- Ability to learn and comply with regulatory program rules and expectations
- Excellent interpersonal, communication, and organizational skills (written and verbal)
- Basic mathematical skills
- Must have access to a personal vehicle, valid driver's license, and auto insurance

PREFERRED QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Experience working with unhoused individuals and families
- Lived experience with homelessness or housing instability
- Ability to be flexible and problem solve
- Experience in a non-profit organization
- Experience working within grant funded programs
- Spanish language proficiency

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The Family Shelter Services Team Lead primarily works in a professional environment and travels to attend offsite appointments, trainings, and events as assigned.

While performing the duties of this job the employee is regularly required to move about to access file cabinets, office machinery, etc. and must be able to remain in a stationary position for 50% of the time and occasionally lift and move 25lb boxes unassisted. Employees will also constantly operate office machinery such as computers, copy machines and calculators, and will frequently learn new information and communicate accurate details in person and over the phone. Employees also frequently drive to meetings and move in and out of local businesses and organizations under varying weather conditions, which may require the ability to ascend and descend stairs while carrying necessary appointment materials.

NOTE

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements

and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

Reviewed with employee by

Signature: _____ **Name (print):** _____

Title: _____ **Date:** _____

Received and accepted by

Signature: _____ **Name (print):** _____

Title: _____ **Date:** _____

Good Samaritan is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.