

Shelter Residence Manager

If you're the kind of leader who believes every family deserves safety, dignity, and a compassionate place to land, you'll find meaningful purpose here!

At **Third Street Alliance** in **Easton, PA**, we walk alongside women and families navigating vulnerable moments—and our **Shelter Residence Manager** plays a central role in that mission. This is a people-first, hands-on position where your calm presence, strong judgment, and heart for service help create a safe, stable, welcoming environment for every resident who walks through our doors.

Ready to make a real impact for women and families in our community? Apply today!

What you'll do

As our Shelter Residence Manager, you'll guide the daily rhythm of our family shelter and support the team that makes compassionate care possible. You'll blend operational oversight with human-centered leadership—ensuring residents feel supported and staff feel equipped and valued. Day to day you'll:

- **Lead and mentor a team** of shelter support staff, offering coaching, structure, and encouragement so they can confidently navigate safety protocols, resident needs, and day-to-day operations. Your leadership directly strengthens the quality-of-care families receive.
- **Oversee safety, cleanliness, and room turnover**, ensuring every space is welcoming, secure, and ready for new families. This work allows residents to transition into housing with dignity and stability.
- **Coordinate 24/7 scheduling and on-call support**, balancing staff coverage, callouts, and emergencies with fairness and transparency to keep the shelter running smoothly without burnout.
- **Collaborate with facilities and administrative teams** to address repairs, maintenance needs, and building improvements—protecting the long-term comfort and safety of our historic campus.
- **Manage essential shelter operations**, from incident reports to inventory tracking, in-kind donations, and safety committee participation—ensuring systems run efficiently and information flows where it's needed.
- **Support resident wellbeing**, participating in drills, issuing chore or violation notices respectfully, and partnering with case managers and intake staff so families experience consistent, trauma-informed support.

What you need to thrive in this role

We're looking for someone who leads with steadiness, respect, and a genuine commitment to supporting vulnerable families. You'll thrive here if you bring:

- **Supervisory experience** - with the ability to guide a team with clarity, compassion, and good judgment.
- **Comfort navigating a very active environment** - our campus includes multiple buildings, lots of walking, and plenty of up and down stairs throughout your workday.
- **A calm, problem-solving mindset**, especially during unexpected situations such as callouts, emergencies, and safety issues.
- **Experience working with at-risk or diverse populations** with transferable skills rooted in safety, service, or community care.
- **Strong communication and collaboration skills**, especially across teams like case management, intake, facilities, and administration.
- **Integrity, reliability, cultural awareness**, and a trauma-informed approach to supervising staff and interacting with residents.
- **Spanish/English bilingual skills are a plus** but not required.

About us

Serving the greater Lehigh Valley for over a century, **Third Street Alliance for Women & Children** is a non-profit agency providing homeless prevention, shelter, and supportive services. Our mission is to inspire and equip women, children,

Third Street Alliance – Shelter Residence Manager

and families to live, learn, and thrive. We believe in the power of communities, when people come together, we can change lives! Learn more about us here: <https://thirdstreetalliance.org/mission-history>

What we offer you

We take care of our team so they can take care of our community. Our work is demanding, so wellness and growth are built into our culture—we want you to feel supported, grounded, and proud of the difference you make every day.

- Salary in the \$39,520 - \$47,840/yr range depending on experience
- Medical, dental & vision insurance
- Paid Time Off accrual that increases with tenure + paid holidays
- Company paid long-term and short-term disability insurance
- 403(b) plan for retirement
- Tuition reimbursement and parking assistance programs
- 75% discount on childcare enrollment fees and 50% discount on TSA programs!

I'm interested; how do I get started?

Apply to: https://app.jobvite.com/j?cj=o0hlzfwi&s=United_Way_LV

Please note - all applicants must apply online. We kindly ask that you do not call or stop by Third Street Alliance regarding your application.

myHR Partner is our hiring management partner for this position, qualified candidates will be contacted by myHR Partner for a phone interview. After the phone interview, qualified candidates will be invited to provide writing samples, and to an in-person interview with the Third Street Alliance team.

Thank you for considering us as a potential employer!