## Saving Grace Job Description

POSITION: Shelter Team Leader

REPORTS TO: Executive Director

STATUS: Full-time, Exempt

OBJECTIVES: Support advocates providing safe shelter and services for clients.

Provide program leadership and advocate management for five to ten team members.

WAGE: Salary Plus Benefits Package

DUTIES

Responsibilities include but are not limited to:

SUPERVISION ROLES & RESPONSIBILITIES

1. Check in with each team member weekly to ensure they have what they need to do their best work.
2. Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws.
3. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding, disciplining and discharging employees; addressing complaints and resolving problems.
4. Provide oversight to ensure adequate coverage (staff schedules and vacation hours)
5. Pre approve travel, training, etc.
6. Approve timesheets, expense reports, etc.
7. Assist team members to share client work load and related duties.,
8. Train and support team members to resolve client problems themselves.
9. Provide oversight to ensure team reviews shelter practices and procedures for best-practices and other improvements on a regular basis.
10. Promote cultural inclusion.
11. Train new employees in areas such as philosophy, agency policy, procedures, and community resources. Provide in-service training for experienced staff.

DIRECT SERVICE:

1. Provide sexual assault direct services to clients, as needed: crisis counseling, in-person crisis response, follow-up after crisis response, safety planning, support groups, transportation, legal services, emergency assistance, court advocacy, information and referrals, sheltering, etc.
2. Provide domestic violence direct services to clients, as needed: crisis counseling, in-person crisis response, follow-up after crisis response, safety planning, support groups, transportation, legal services, emergency assistance, court advocacy, information and referrals, sheltering, etc.
3. Provide stalking direct services to clients, as needed: crisis counseling, in-person crisis response, follow-up after crisis response, safety planning, support groups, transportation, legal services, emergency assistance, court advocacy, information and referrals, sheltering, etc.
4. Provide human trafficking direct services to clients, as needed: crisis counseling, in-person crisis response, follow-up after crisis response, safety planning, support groups, transportation, legal services, emergency assistance, court advocacy, information and referrals, sheltering, etc.
5. Supervise advocates providing quality services for children: weekly parenting and children’s support groups, mental health, respite childcare, and peer counseling.
6. Participate with other staff on hotline and back-up; answer office phones as needed.
7. Network and advocate for survivors’ needs with other community agencies.

ADMINISTRATION:

1. For program under this position’s supervision, develop services, program goals, and objectives.
2. Develop long-range goals and plans in conjunction with management and board.
3. Assist with grants as requested.
4. Ensure Saving Grace compliance with funding sources.
5. Submit educational reports monthly to Executive Director to be included in Board reports.
6. Coordinate statistical reports for grants.
7. Monitor program expenses to remain within budget.
8. Coordinate and maintain office appearance and upkeep.

COMMUNITY RELATIONS & FUNDRAISING:

1. Assist in soliciting community donations (only during non grant-funded time.)
2. Model agency mission and philosophy; serve as liaison to community organizations and committees and task forces, service providers and general public.
3. Provide outreach. Ensure outreach is designed to increase access and awareness for potential victims regarding dating violence, domestic violence and sexual assault.
4. Coordinate any PR activities with Saving Grace’s Development Director (only during non grant-funded time.)
5. Make presentations to volunteers, professionals and community groups (only during non grant-funded time.)
6. Promote social change ending violence against women and other vulnerable populations (only during non grant-funded time.)

OTHER DUTIES:

1. Schedule, attend and facilitate Saving Grace staff and team meetings as needed.
2. Schedule additional educational opportunities for self or staff as needed.
3. Assist with special projects as assigned.
4. Participate on various ad hoc teams to address agency issues.
5. Support and engage in organization-wide strategy, planning and budgeting.

PREREQUISITES

1. Demonstrates a calm and professional demeanor.
2. Demonstrates ability to create a harmonious team from a group of individuals.
3. Demonstrates ability to facilitate others to use their strengths and grow (teach them to fish rather than fish for them.)
4. Demonstrates an ability to work with a broad range of people from diverse backgrounds and life experiences.
5. Demonstrates flexibility and sense of humor.
6. Demonstrates an ability to organize program details.
7. Demonstrates follow-through and above-average results.
8. Demonstrates an ability to work under stress and respond effectively to crisis situations.
9. Demonstrates initiative and ability to handle a diverse workload.
10. Demonstrates good problem solving skills.
11. Demonstrates reliability, responsibility and energy.
12. Demonstrates good self-care practices to balance work and life stress.
13. Experience working with victims from a victim-centered model.
14. Proficiency on appropriate software and Internet.

REQUIRED FOR HIRE

1. Complete Saving Grace 40+-hour training.
2. Pass criminal background check, other background checks as required.
3. Sign binding confidentiality agreement.
4. Valid Oregon Drivers License and reliable, insured vehicle.

Saving Grace makes employment decisions based on merit and business needs, and not on race, creed, color, gender, age, religion, national origin, sexual orientation, disability or other protected status.