

Center Against Rape and Domestic Violence Job Description

Job Title: Shelter Manager
Reports To: Executive Director
Status: Full-time, exempt
Hours: Monday-Friday, adjusted as needed

Summary: The Shelter Manager is responsible for the operation, ongoing evaluation and continuous improvement of the shelter program.

Essential Duties and Responsibilities include the following:

Supervision

- Supervise five shelter program staff (Shelter Advocates)
- Hold individual weekly meetings with program staff
- Available as a resource for direct service staff to answer questions or discuss client services
- Supervise and facilitate services to shelter clients
- Perform 2 month, 4 month, 6 month and yearly reviews with program staff
- Assist in training new staff including monitoring training
- Update and maintain new direct service training guidelines
- Ensure program staff attend needed trainings
- Develop performance improvement plans for program staff, as needed

Direct Service

- Provide advocacy to survivors of domestic and sexual violence, stalking and dating violence through the crisis and support line
- Provide follow-up advocacy assistance, safety planning, information and referral to shelter residents and non-shelter clients
- Maintain Client Services gift cards, forms and disbursement of resources
- Provide case management to shelter residents, as needed
- Complete all data collection forms
- Ensure shelter program client information is up-to-date and accurate
- Maintain certification as an Address-Confidentiality Program Assistant
- Attend CARDV staff meetings and on-going trainings

Program Evaluation and Development

- Implement best practices in shelter services; define program goals
- Develop tools to evaluate effectiveness of shelter based programs
- Update shelter program procedures and paperwork

Community Relations

- Maintain effective communications with community partners
- Attend community meetings and committees as directed by Executive Director

Administrative Tasks

- Complete quarterly, biannual, and annual statistics reports and narratives

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- Collect and compile agency statistics including monthly reporting forms

Education/Experience:

- BA/BS preferred or equivalent experience in advocacy program for survivors of domestic violence, stalking and sexual assault
- 2 years of professional employment experience
- 2 years of program development and program management experience
- 2 years of staff supervision experience

Preferred Skills:

The requirements listed below are representative of the knowledge, skills and abilities required to perform the essential duties successfully. We will make reasonable accommodations to enable individuals with disabilities to perform the essential functions.

- Bilingual Spanish/English speaker
- Demonstrated knowledge of dynamics and impact of, and advocacy response to, domestic violence, sexual assault, stalking and dating violence
- Demonstrated knowledge of case management and shelter resident's needs
- Demonstrated knowledge of community living dynamics
- Demonstrated knowledge of legal justice system
- Demonstrated understanding of safety planning and necessity of strict adherence to confidentiality
- Ability to remain calm, make decisions, give clear direction and provide leadership in crisis situations
- Empathy with and understanding of survivors of domestic and sexual violence
- Excellent written and verbal communication skills
- Ability to work well with people of diverse backgrounds
- Able to work well both independently and in a team environment
- Microsoft Suites experience: Word, Excel, Access, PowerPoint, Publisher
- Must have good planning and organizational skills, ability to focus, multi-task and prioritize
- Ability to think and act quickly when needed and anticipate the needs of clients, staff and community partners
- Ability to remain calm and focused to work effectively with noise and interruptions
- Possess awareness of, and respect for, cultural differences

Additional Requirements:

- Successful completion of CARDV Advocacy Training Program
- Required automobile transportation, current auto insurance coverage, and valid driver's license

Other Competencies/Characteristics:

- Self Motivated
- Compassionate
- Ethical
- Patient
- Self-directed
- Professional
- Responsible
- Confident

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Supervisory Responsibilities:

This position supervises the shelter program staff: 5 Shelter Advocates.

Physical Demands:

The following physical demands are representative of those that must be met by an employee to successfully perform the essential job functions:

While performing this job the employee is regularly required to talk, hear, stand, sit, and walk, to use hands, arms, and fingers. The vision requirements include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. There is a need to lift 50 pounds at times.