

PROJECT WOMAN POSITION DESCRIPTION

JOB TITLE: Shelter Manager
FLSA STATUS: Exempt, Salary
LOCATION: Emergency Shelter

EXPECTATION OF ALL EMPLOYEES

Supports Project Woman's mission and values by exhibiting the following behaviors: confidentiality and respect for all survivors, Trauma-Informed Responses and Approaches, service excellence and job competence, collaboration and team player, and commitment to our community.

POSITION SUMMARY

Under the direct supervision of the Shelter Services Coordinator, this position helps maintain the smooth operation of the Emergency Shelter, assists in the scheduling and training of DV Support Specialists and volunteers, and provides emotional support to victims of domestic violence and their children.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Develops and maintain the 24-7 shelter coverage schedule; ensures all shifts are adequately staffed within budget guidelines and with respect to safety and priorities of those residing at the shelter
2. Maintains Shelter Activities Calendar; schedules onsite services and activities, oversees and updates flow of ancillary services that are performed on site to ensure an environment that is survivor-recovery focused
3. Supervises survivors and their children in following all protocols of the Shelter; protocols are established in line with Trauma-Informed best practices; Provides education to all residents/guests to ensure understanding of these practices.
4. Serves as Site Supervisor for Crisis-Line volunteers who are assigned to the shelter location; works in concert with the Crisis Line Coordinator to ensure effective Crisis Line services; maintains open communication and follow through with documentation as necessary for Crisis Line operation.
5. Maintains the physical integrity and safety of the Shelter; arranges for upkeep and repairs as needed; Schedules regular fire and safety reviews and maintains documentation
6. Works to ensure all operations and programs are in compliance with all regulatory requirements including COA accreditation, all funding guidelines, and best practices related to Trauma-Informed Responses and Approaches.

7. Writes necessary reports, manages routine and periodic data, admission and discharge documentation of all shelter clients, and maintains the confidential integrity of survivor files;
8. Provides on-site orientation and training of new staff, volunteers and supervises interns assigned to the Shelter; oversees the orientation period and assignment of mentor staff to ensure adequate knowledge of shelter operations;
9. Meets criteria for provision of Community Psychiatric Support Treatment under Ohio Revised Code for Ohio Mental Health and Addiction Services (OHMAS) and in keeping with the Council on Accreditation.
10. Assists the agency in meeting its PQI, evaluation, and reporting requirements. This includes participating in the collection, interpretation and application of data, contributing to the development of outcomes and indicators and setting targets, as well as using program and client outcome data to improve service delivery
11. Provides Crisis Line and Shelter coverage as needed
12. Performs other duties as needed, requested, or as assigned

QUALIFICATIONS

Bachelor’s Degree preferred; Strong oral communication, organization and problem solving skills, ability to manage multiple tasks and deadlines, and the willingness to work flexible hours. Three to five years’ experience with human/social service organizations. Must have knowledge of domestic violence and sexual assault. Must have a positive attitude and the ability to maintain effective performance in a fast-paced environment.

PHYSICAL DEMANDS AND WORKING CONDITIONS

Work is moderately active and can include standing and sitting for long periods. May require lifting up to 50 pounds.

JOB RELATIONSHIPS

Supervises Shelter Specialist; Shelter Advocate;

Supervised by: Shelter Services Coordinator

Staff Signature: _____

Date: _____

Project Woman provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age disability or genetics. In addition to federal law requirements, Project Woman complies with applicable state and local laws governing nondiscrimination in employment in every location in which the agency has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation and training.