

Centre Safe Job Description Shelter Manager

Reports to: Director of Residential Services

Status: Full-time

Typical Work Hours: 40 hours/week

FLSA Classification: Exempt

Position Grade: C

Revision Date: June 2022

Organizational Expectations:

All employees at Centre Safe will demonstrate a commitment to our Core Values:

- Empower survivors through trauma-informed and client-centered services that are intentionally equitable, inclusive, diverse, confidential, professional, and responsive to identified client and community needs.
- Eliminate violence by challenging the structural inequalities and oppressions that perpetuate gender-based violence, recognizing intersectionality in the ways violence is experienced by survivors and the wider community.
- Enhance and value our human resources through ethical stewardship of the knowledge, expertise, lived experience, and courage of spirit of the staff, volunteers, and directors, as well as our financial resources, facilities, and community relationships.

Employees are expected to become familiar with the Centre Safe Employee Handbook and abide by the policies within it.

All Centre Safe employees and Counselor/Advocate volunteers are Mandated Reporters of child abuse and will obtain the required clearances (Criminal Background, Child Abuse, and FBI) upon employment. All Centre Safe employees and volunteers will maintain and uphold client confidentiality under Pennsylvania State Law, specifically 23 PA C.S. 6102 and 42 PA CSA Sec. 5945.1.

Job Summary:

The Shelter Manager supervises shelter staff, manages schedules, oversees the provision of all direct services for shelter/emergency safe housing clients, and manages the onsite Day Program.

Essential Responsibilities:

- Management of all aspects of shelter/emergency safe housing operations
- Develop, implement, and manage the onsite Day Program
- Supervise and schedule Shelter Counselors, Overnight/Weekend staff, and Shelter volunteers/interns
- Assist in the management of shelter-related funds
- Assist with the provision of VOCA-funded services, including assistance with filing Compensation Claims (VCAP), criminal justice support/advocacy, crisis counseling, emergency financial assistance, emergency legal advocacy, follow-up counseling, in-person information and referral, case management, hotline, personal advocacy, shelter/safe house, support groups, and telephone contact information and referral
- Implement shelter guidelines
- In collaboration with the Director of Administration, oversee the maintenance of physical aspects of shelter and safety/security of the shelter

Other Responsibilities:

- Develop and maintain contact with community groups, individuals, and agencies that provide resources to domestic and sexual violence service recipients; provide appropriate referrals (i.e., employment and financial agencies) and advocate with these agencies on behalf of service recipients
- Serve as an alarm responder
- Coordinate direct service provisions with other Center Safe directors
- Maintain and increase current knowledge in the field and professional effectiveness through attendance of internal and external seminars/workshops, in-service and professional development sessions
- Provide data management and recording of participant services
- Assist with and provide instruction, as needed, for advocate training classes
- Participate in staff, team, committee, and case management meetings
- Participate in the rotation schedule for both Emergency Contact Director (ECD) and off-hours hotline coverage
- Other duties as assigned

Qualifications:

- Bachelor's degree in Human Development, Counseling, Psychology, or related field with 2 years of experience; or minimum five years of experience in residential services required. Supervisory experience preferred.
- Experience working in a residential program setting preferred.
- Must successfully complete the Centre Safe Counselor/Advocate Training post-employment
- Computer proficiency at a basic level including the ability to conduct website searches, navigate through programs and multiple screens, perform data entry, and use common word processing, email, calendar, and spreadsheet programs (Microsoft Office programs preferred)
- Maintain a valid driver's license and access to reliable vehicle, in order to drive self to other locations throughout Centre County, and ability to transport clients in the company vehicle
- Ability to interact professionally with diverse groups of individuals

Supervisory Responsibility: Supervises all Shelter counselor/advocates, both part-time and full-time, and any assigned shelter volunteers.

Working Conditions: Includes working in an office on a computer and within the community at a variety of locations, mostly indoors with some time outdoors in different weather settings. Should expect to work some evenings, weekends, and early mornings.

Mental and Physical Requirements: Ability to transport self and materials to locations within Centre County. In some circumstances travel times may exceed one hour. May need to lift and transport heavy materials, at times up to 25 pounds.

This job description is not a comprehensive list of all activities, duties or responsibilities and may change without advance notice. This job description is also not a contract for employment and does nothing to change the at-will status of employment. The employer is an Equal Opportunity Employer.

Employee Name _____ Signature _____ Date _____

Supervisor Name _____ Signature _____ Date _____