

SHELTER MANAGER / DOMESTIC VIOLENCE ADVOCATE JOB DESCRIPTION

Job Title: CDV Shelter Manager

Position Level: 5, Full Time, Salaried, Exempt

Supervision Received: CDV Program Manager

Supervision: None

Job Summary: Provide direct services to survivors of domestic violence, including crisis intervention, safety planning, emotional support, general advocacy, referral and domestic violence education. Management of emergency shelter operations.

Essential Duties and Responsibilities/DV Advocate – 80%:

- Provide Intake/Assessment of clients for service eligibility
- Provide crisis intervention, legal advocacy, individual counseling/emotional support, life skills, and general advocacy via Crisis Hotline and in-person.
- Organize and prioritize daily services and responsibilities to ensure that client needs are met including service plans
- Ensure professional relationships with clients to create an atmosphere of empathy, safety, and support
- Maintain accurate and current information regarding issues and policies impacting survivors of domestic violence
- Update and enhance knowledge of community resources and materials relevant to the clients served
- Coordinate and communicate responsibilities with team members to ensure client needs are met
- Ensure fulfillment of grant objectives and expectations
- Update and maintain client files in a timely and accurate manner
- Maintain knowledge and adhere to internal organizational guidelines, philosophies, and protocols
- Demonstrate diplomacy and tact in all interactions with various system representatives and community partners
- Collaborate with other providers on behalf of the clients we serve
- Attend staff meetings, trainings, and events, as required or scheduled
- Other duties as assigned

Position Specific Duties and Responsibilities/Shelter Manager – 20%:

- Overall management of emergency shelter operations
- Follow all safety and security procedures for emergency shelter
- Welcome and orient new residents to shelter including review of Communal Living Guidelines, Safety Procedures, & Clients Rights/Responsibilities and Grievance Procedures

- Coordinate support group for survivors
- Maintain the RA schedule and ensure coverage of shifts
- Facilitate meetings with shelter residents to address residential issues
- Facilitate room checks to ensure safety and cleanliness of shelter
- Maintain staff chore list to ensure safety and cleanliness of shelter
- Maintain inventory and ensure shelter supplies and food are stocked by shopping for supplies

Marginal Duties and Responsibilities:

- Up-keep and cleaning of office
- Up-keep and cleaning of the client areas and outside grounds of the shelter
- Sorting, organizing, storing, and distributing donations
- Research and/or gather resources to directly assist clients and/or to perform job

Qualifications:

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- Bachelor's degree in social service or related field required
- Will consider A.A. degree with (2) or more years of related experience
- Experience in providing direct service advocacy on behalf of survivors of domestic violence preferred
- 40-hour domestic violence training preferred but will train

Knowledge and Skills:

- Demonstrate proper judgment, problem solving, and decision making under pressure
- Ability to prioritize, multi-task, organize, plan, and meet established deadlines
- Ability to speak and write in a logical, clear, and grammatically correct manner
- Ability to read, analyze, and interpret common reports and documents
- Ability to work, both, independently and cooperatively
- Knowledge of women's, children, and youth issues specifically related to domestic violence
- Ability to work with diverse group(s) of people in varied settings
- Familiar with trauma-informed care model

Physical Requirements:

- Ability to stand and walk up to 75% or more of the time

- Ability to sit up to 25% of the time.
- Ability to use hands and/or fingers up to 75% or more of the time
- Ability to hear and talk 75% or more of the time
- Ability to see clearly 100% of the time
- Ability to lift and carry objects weighing approximately 25 lbs.
- Ability to lift and carry small children occasionally
- Ability to kneel, crouch, or crawl 25% of the time
- Ability to reach over shoulders 25% of the time

Work Environment:

- Ability to work in varying levels of noise
- Ability to work with numerous interruptions
- Ability to work with possible exposure to chemicals/cleaning products
- Ability to perform basic cleaning functions such as sweeping, mopping, laundry, dish washing, etc.
- Ability to process information regarding acts of severe domestic violence, sexual violence, child abuse

Equipment Used:

- Ability to use standard, cordless, and cell phones
- Ability to use Word, Excel, and E-mail
- Ability to use general office equipment such as a copier, fax, scanner, printer

Other:

- Ability to work overnight, weekend, and holiday hours required
- Ability to drive locally and regionally
- Ability to be on call for the shelter
- Valid driver's license, current insurance, and reliable transportation
- Ability to pass required pre-employment criminal and other background checks
- Ability to pass required pre-employment drug screening

Mid Central Community Action is an Equal Opportunity Employer. We are deeply committed to providing a diverse and inclusive environment for our staff and clients.

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