



Seekhaven

Shelter Manager

Shelter Department

Status:	Non-exempt, Full-Time, Year-Round
Supervisor:	Director of Client Services
Age Requirement:	18 Years Minimum

Updated February 28, 2024

Description of Position:

Provide crisis intervention, advocacy, and life skills training for shelter residents during business hours, while also fulfilling supervisory responsibilities. Assist residents with the development and implementation of action plans and safety planning, ensuring their well-being and progress. Maintain a high standard of professionalism and confidentiality in all interactions and tasks. Additionally, oversee and support staff members in their roles, ensuring effective coordination and teamwork. Perform any other duties as assigned to contribute to the overall success and mission of the organization.

Expectations & Responsibilities:

As a pivotal member of our organization, the Shelter Manager will report directly to the Director of Client Services (DoCS) and play a crucial role in overseeing the operations of Seekhaven Shelter. Collaborating closely with other departments within Seekhaven, the Shelter Manager will work towards the overarching goal of promoting self-empowerment and supporting the recovery of survivors. This position requires dedicated engagement with shelter residents to provide comprehensive support and guidance.

The Shelter Manager is responsible for the following functional areas and associated duties including, but not limited to:

Essential Functions:

- Possess strong communication skills for conflict resolution, problem-solving, and crisis management.
- Demonstrate excellent ability to assess situations and intervene with appropriate and effective measures.
- Interpret a variety of instructions provided in different formats.
- Foster positive relationships with individuals of diverse ages, ethnicities, socioeconomic backgrounds, beliefs, and lifestyles.
- Read, interpret, and communicate effectively regarding safety rules, procedure manuals, and regulations.
- Respond promptly and professionally to inquiries or complaints from clients, regulatory agencies, and community members.
- Demonstrate active listening skills to grasp and comprehend information and ideas presented verbally.
- Accurately input data for reporting purposes.
- Proactively identify shelter maintenance needs and uphold cleanliness standards autonomously and efficiently and the ability to delegate these tasks.
- Uphold safety standards to maintain a secure environment at the shelter.
- Notify Operations or Administration of any necessary building or grounds repairs.

Management:

- Supervise and provide guidance to shelter staff, ensuring adherence to organizational policies and procedures.
- Manage staff schedules effectively to ensure adequate coverage and efficient operation of shelter services.
- Serve as a support person and resource for shelter staff, offering assistance, guidance, and conflict resolution as necessary.
- Collaborate with HR to facilitate recruitment, hiring, and onboarding processes for new shelter staff members.
- Monitor and evaluate shelter operations to identify areas for improvement and implement strategies to enhance overall efficiency and effectiveness.
- Act as a liaison between shelter staff and upper management, conveying staff concerns, suggestions, and feedback to inform decision-making processes.

Education & Collaboration:

- Collaborate closely with various departments to ensure clients receive adequate services and support, fostering effective communication within the organization.
- Attend and participate in regularly scheduled team, case management and staff meetings.
- Engage with external organizations in the community to enhance services and leverage additional resources for clients in need.
- Participate in training initiatives to promote professional development, knowledge sharing, and improved service delivery practices.
- Some travel and occasional weekend days and evenings may be required.

Client/Social Services:

- Operating the 24-hour crisis hotline requires a high level of professionalism and the ability to navigate a diverse range of calls with sensitivity and expertise. This includes,
 - Assessing clients for shelter admission
 - Providing assurance and support during times of crisis
 - Providing resources
 - and demonstrating empathy and understanding towards individuals in distress.Maintaining composure and professionalism while handling these calls is crucial in ensuring that clients receive the assistance, guidance, and resources they urgently need.
- Demonstrate proficiency in evidence-based concepts, principles, procedures, and practices relevant to survivors of domestic and sexual violence.
- Maintain accurate and up-to-date survivor files and documentation in compliance with organizational standards and legal requirements.
- Conduct survivor intakes and develop individualized safety plans and danger assessments collaboratively.
- Provide empathetic responses to survivors to mitigate trauma levels and offer crisis intervention support.
- Refer survivors to appropriate community resources and counseling services as needed.
- Demonstrate effective communication and interpersonal skills in high-stress situations with individuals and groups.
- Assist survivors in completing Crime Victims Reparations applications to access available resources or refer to the Shelter Advocate to do so
- Offer survivor support and advocacy throughout the judicial and criminal justice processes.
- Work autonomously and effectively under conditions of limited supervision, stress, and rapidly changing situations.

Grant and Contract Compliance:

- Ensure the accurate maintenance of contract forms mandated by state, county, and relevant programs, while ensuring full compliance with licensing requirements.
- Collaborate with the Executive Director to develop and submit grant proposals, oversee program implementation in alignment with grant specifications, and facilitate staff training to ensure adherence to grant requirements.
- Strictly adhere to confidentiality standards and mandated reporting requirements.
- Ensure accurate completion and ongoing maintenance of all necessary paperwork and Apricot entries.

Required Skills & Background:

- Bachelor's degree (B.A. or B.S) from a four-year college or university in social sciences or related field; or 5 years relevant work experience
- Strong computer skills in Excel, Word, Internet, G-Suite; QuickBooks experience preferred
- Must have experience working with highly vulnerable populations including but not limited to those with substance abuse issues, mental health concerns, and chronic illnesses.
- Ability to communicate effectively, provide conflict resolution, problem solve, and manage crisis. Excellent ability to assess and intervene with appropriate and effective intervention.
- Possess leadership and supervisory skills and be able to direct, supervise, train, and assess staff members.
- Must pass a criminal background check.
- Must be at Least 18 years of age.
- Must have a valid Driver's License.
- Demonstrate professionalism by balancing both the quantity and quality of work.

Training:

- Completion of a 40-hour Core Advocacy Training within one year of employment.
- Completion of a 40-hour Sexual Assault Counselor Training within one year of employment.
- Participation in a minimum of 16 hours of domestic violence and Sexual Violence training annually for continued education.
- Acquisition and maintenance of CPR and First Aid Certification and Food Handlers
- Willingness to undergo any additional training as required by Seekhaven.

Physical Demands:

- Must be able to stand, sit, and walk around the shelter continuously
- Must be able to lift up to 25 pounds
- Must be able to drive a vehicle to provide mobile advocacy services.
- Must be able to work in a high paced environment with many and constant distractions, including a shared office space

Emotional Demands:

- Capability to professionally manage oneself when hearing disclosures of various forms of abuse and crisis situations including physical and sexual violence, emotional and economic abuse, child abuse, drug use, suicidality and more.
- Ability to provide compassion, validation, and support to clients in crisis.
- Proficiency in establishing and maintaining emotional boundaries with clients, ensuring professional, client-led relationships consistent with agency standards.
- Capacity to practice self-care and utilize supportive resources provided by the agency or elsewhere.
- Skill in regulating oneself when giving and receiving constructive criticism, as well as being adaptable to fulfill Seekhaven's mission, foster a healthy work environment, and aid victims of abuse and violence.