



## **RESIDENTIAL SHELTER MANAGER**

Safe Shelter of St Vrain Valley is seeking a full-time Emergency Shelter Manager. The qualified individual will be passionate about the prevention of interpersonal and family violence, victim advocacy, and has a strong desire to work with victims of relationship abuse and positively impact the lives of others.

This individual will manage Safe Shelter's residential program. They will be responsible for the implementation of the Emergency Shelter program, provision of direct client services, Shelter staff supervision and data entry.

We provide opportunities for ongoing professional development and training. We offer the opportunity to improve our community and the lives of individuals affected by domestic violence.

**Key responsibilities** include, but are not limited to:

### **Implementation of the Shelter program:**

- Monitoring and evaluating services to Shelter clients to ensure appropriate response to client needs
- Monitoring and enforcing house rules, policies, and procedures of Shelter; updating as needed
- Maintaining necessary record keeping and filing systems; seeing that Shelter client services are thoroughly and accurately documented; reviewing Shelter client files for accuracy and completeness
- Assuring that all staff reports and statistical data are submitted in a timely manner
- Coordinating Shelter client services with the Non-residential advocates, as needed

### **Provide and Ensure Direct Client Services:**

- Responding to callers on the crisis line who are experiencing trauma and abuse resulting from a situation of domestic violence/relationship abuse
- Screening prospective Shelter clients and admitting appropriate adults/children to Shelter
- Providing intake, assessment, intervention, support, case management, referrals and information, and education on the dynamics of domestic violence
- Assisting in the development of safety planning for each client
- Identifying client needs and assisting in the development of a plan of action for each client
- Providing client with advocacy for a wide variety of community agencies
- Maintaining accurate progress notes for clients as needed
- Conducting thorough exit interviews with each Shelter client who leaves during shift; following through to determine that exit interviews are done during night and weekend client exits

### **Supervise Staff:**

- Assist with the training of new staff, interns, and volunteers
- Providing general supervision to direct service Shelter staff including meeting at regularly scheduled times with each staff member, monitoring management of individual caseloads, and evaluating advocates' performances annually or as required
- Conducting performance reviews for Shelter staff
- Monitoring client files for accuracy and completeness; overseeing that all staff statistical data is submitted in timely manner

- Meeting with night and weekend staff at the beginning and end of each shift to exchange updates on client status and any staff, volunteer, or agency issues
- Acting as case management consultant to Shelter staff
- Coordinating and monitoring Shelter staff schedules, verifying accuracy of time sheets, and approving personal and professional leave requests
- Regularly scheduling Shelter staff meetings to exchange information and work on problem solving

**General Qualifications:**

- Knowledge and understanding of the physical, psychological and sociological issues involved in family violence
- Demonstrated experience in crisis intervention, one-to-one and group counseling facilitation
- Proven organizational, management and supervisory skills
- General knowledge of community resources
- Communicate effectively in speech and writing
- Computer literacy and familiarity with Windows and Microsoft programs
- Ability to regularly use discretion and independent judgment
- Must possess a valid driver's license and cell phone, and must be available for occasional evening and/or weekend work

**Physical Qualifications:**

This position can be physically demanding, including sitting, walking, bending, reaching, lifting up to 30 lbs., speaking and listening. The work environment includes fast paced crisis intervention, phone calls, light home maintenance and the use of computer and fax machines. The protocol of confidentiality, safety and security must be respected and adhered to.

**Educational Qualifications:**

Bachelor's degree and a minimum of three-years-experience in human service delivery programs or equivalent combination of education and experience preferred.

**Preferred, But Not Required:**

Bi-lingual: Spanish/English

**Position Status:** Full-time, salaried, occasional nights and weekends required. This position will be supervised by the Executive Director. Starting salary is \$40,000.

Send **Cover Letter** and **Resume** to:  
jane@safeshelterofstvrain.org

*We Are An Equal Opportunity Employer: It is the policy of Safe Shelter of St Vrain Valley to provide equal opportunity for all qualified persons and we will recruit, hire, train and promote into all job levels the most qualified individuals without regard to race, color, creed, religion, sex, national origin, ancestry, marital status, status with regard to public assistance, disability, age, sexual orientation, or other protected status under any federal, state, or local law.*