



**Position Description
Shelter Director**

Position Title: Shelter Director	Supervisor: Associate Executive Director
Department: Emergency Shelter	Full- or Part-Time: Full-Time
FLSA Status: Exempt	Salary Grade: \$52,000-\$55,000
Position Code:	Revision Date: 2/11/2020
Additional classification(s): ESSENTIAL STAFF	

Position Summary

The Shelter Director is responsible for providing leadership and vision to the confidential emergency shelter program. The Shelter Director provides overall management and supervision to the shelter program, including supervision of staff, developing and managing the program budget, developing and implementing policies and procedures, participating in obtaining and maintaining compliance with grants and contracts, and integrating the program with others in the organization. The Shelter Director is responsible to ensure uninterrupted on-site 24/7/365 coverage of the residential facility.

Essential Functions

- Proposes, plans, implements, maintains, and evaluates Safe Passage’s confidential emergency shelter program and related service strategies.
- Accountable for the fulfillment of agency strategic plan and contract compliance with regard to the shelter program.
- Directly supervise Shelter Manager or Assistant Director, Shelter Advocate (Children, Youth, & Family Focus), Evening Shelter Advocate, Shelter Advocates, and Shelter Relief Staff.
- At direction of senior management, conduct and coordinate hiring, onboarding, training, supervision, and evaluation of shelter staff.
- Working closely with senior management, develop and manage the shelter budget.
- Develop, implement, and ensure compliance with shelter policies, procedures, and practice norms.
- Provide routine on-call coverage including nights, weekends, and holidays in rotation with other direct service staff.
- Maintain all required documentation in accordance with agency policy and procedure and contractual mandates
- Maintain absolute confidentiality of information, written or verbal, according to Safe Passage policy and legal requirements.
- Ensure safe, supportive environment and positive community interactions and environment in a congregate residential setting.
- Uphold agency policies and contractual, legal, and regulatory obligations in one’s own comportment and performance; by accessing proper channels for accountability and redress if

policies are breached; and by educating shelter guests about their rights and responsibilities with regard to agency policy and contractual, legal, and regulatory mandates.

- Assure that all services provided by staff and volunteers meet the criteria and qualifications for counselor privilege according to MGL 233 Section 20(K).
- Consistent, reliable, and predictable attendance.
- Ensures adequate staffing for program excellence and contract compliance by filling vacancies as needed, complying with agency policies regarding attendance, and remaining on the job beyond the end of a shift until replacement arrives, as needed.

Work Hours

35 hours per week, Monday through Friday 9am to 5pm. This position is classified as essential staff.

The Shelter Director participates, with other staff, in a rotation to provide on-call, off-hours back-up and on-site response to the Emergency Shelter program.

As Essential Staff, the Shelter Director is required to report to work when scheduled, even if the agency is otherwise closed (such as holidays), to remain on the job beyond the end of a shift until a replacement arrives, if needed; to report to work when called in if serving in an on-call capacity; and to comply with other stipulations of Safe Passage's Essential Staff policy.

Hiring Requirements

Education:

Bachelor's degree in human services similar field preferred. Candidates with non-traditional educational pathways and commensurate life/work experience considered.

Years of Experience:

Three to five years of experience and progressive responsibility in a human service setting.

Knowledge, Skills & Abilities:

- Demonstrated understanding of domestic violence.
- Demonstrated comprehension of the effects of trauma on adult survivors of domestic violence and children exposed to domestic violence.
- Demonstrated ability to direct and supervise staff and programs.
- Ability to supervise staff, work as a team with other directors and managers, and collaborate with senior management.
- Ability to advocate effectively on behalf of clients using a multicultural empowerment model.
- Experience leading diverse teams, and a commitment to effectively serving a diverse client population.
- Ability to support survivors in crisis with empathy while maintaining professional boundaries. Proficiency across the following skills: verbal and written communication, collaboration, organization, and use of computer and technology for basic communication and work products.

- Experience in residential settings with some management or coordination experience.

Tools & Technology Requirements:

- MA Driver's license and reliable transportation
- Familiarity with electronic database programs.

Additional Responsibilities:

Program Administration

- Direct program, policy, systems, and budget planning, implementation, and evaluation for the emergency shelter program.
- Manage shelter upkeep, maintenance needs and repairs. Develop and implement regular shelter equipment and maintenance plan.
- Ensure clear and consistent documentation in confidential database in accordance with agency policy and practice.
- In close collaboration with other agency directors and managers, ensure consistent implementation of policies, procedures, and practices across all programs.
- Participate in clinical consultation, program planning and supervision, and case sharing meetings.
- Serve on agency-wide committees or working groups.
- Submit reports and information as needed for reporting to funders, board of directors, and others.
- Cultivate a positive working environment for staff and volunteers.

Counseling & Support Services

- Develop and implement programming to address shelter guests' self-identified goals, with emphasis on expanding program resources related to housing and economic justice.
- Provide case management and counseling to people who have experienced domestic violence utilizing a multicultural empowerment model.
- Assess clients' needs and respond to self-identified goals by providing advocacy and referrals related to housing, public assistance, immigration, employment, education, children's and other issues.
- Facilitate therapeutic group services.
- Provide and model de-escalation, crisis intervention, and conflict mediation for shelter guests.
- Work with shelter guests to ensure cooperation and safe conditions for residents and staff.

Community Engagement, Outreach, & Training

- Collaborate with other organizations serving the needs of shelter guests and their families.
- Maintain agency records regarding collaboration and referral partners and outreach/engagement activities.
- In strong collaboration with the Community Engagement Department, provide training on domestic violence and shelter-specific issues, policies, and practices to Safe Passage staff, volunteers, community partners, and other stakeholders.
- Perform occasional community outreach, as needed.

Safe Passage is a nonprofit organization dedicated to addressing the aftermath and prevention of intimate partner violence. Safe Passage provides services to address survivors' holistic needs for recovery and physical safety. Services include emergency shelter, trauma-informed counseling and support groups for survivors, families and children, community education, and individual and policy advocacy.

Our Mission

Safe Passage is dedicated to creating a world free of domestic violence and relationship abuse.

We support survivors and their families.

We engage our community.

We advocate for systemic change.

Expectations of all employees

In the performance of essential and general job responsibilities, all Safe Passage employees are expected to:

- Demonstrate commitment to Safe Passage's mission and principles of diversity and inclusion
- Represent Safe Passage in a professional and competent manner to clients, organizational partners, and other stakeholders.
- Perform quality work within deadlines.
- Work effectively as a team contributor on all assignments while contributing to a positive working environment for staff and volunteers.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

For more information about Safe Passage and domestic violence, visit our website at www.safepass.org.

Application Instructions

To apply: Send resume and cover letter with the subject "Shelter Director" to spjobs@safepass.org by Friday, March 22, 2020.

Estimate of Physical, Environmental and Cognitive Requirements

Note: This section should be customized as required by the work environment and cognitive requirements

Physical / Environmental Requirements	Rarely (15%)	Occasional (15% - 40%)	Frequent (40% - 70%)	Continuous (Over 70%)
Lifting under 40 lbs.		x		
Lifting over 40 lbs.		x		
Dusty Environment	x			
Cramped Quarters			x	
Using Oil or Chemicals	x			
Standing		x		
Climbing Ladders	x			
Uneven Surfaces	x			
Exposure to Fumes/ Odors	x			
Exposure to Heat / Cold Temps	x			
Working Inside and Outside			x	
Climbing Stairs		x		
Sedentary Work				x
Typing / Data Entry/ Computer			x	
Stooping	x			
Driving		x		
Walking	x			
Walk on Wet, Uneven, Slippery Surfaces	x			
Potential Exposure to Infectious Diseases	x			
Protective Equipment Required	x			
Phone Communications				x
Bending		x		
Twisting Neck		x		
Bending at Waist		x		
Crawling	x			
Working in Confined Space		x		
Simple hand grasping 1 or both hands				x
Fine manipulation 1 hand				x
Fine manipulation both hands				x
Repetitive Movement: Hand, Arms				x
Reaching below shoulder height	x			
Reaching above shoulder height	x			
Repetitive movement: foot	x			
Kneeling	x			
Driving		x		
Hearing				x
Operating Moving Equipment (Fork Lift, Tractors, Movers, etc.)	x			
Reaching/Pulling/Pushing		x		

Acuity, Far – Clarity of vision at 20 feet or more				x
Acuity, Near – Clarity of vision at 20 inches or less				x
Depth Perception – Three-dimensional vision. Ability to judge distances and space relationships.				x

Physical / Environmental Requirements	Rarely (15%)	Occasional (15% - 40%)	Frequent (40% - 70%)	Continuous (Over 70%)
Field of Vision – Area that can be seen up and down or to right or left while fixed on a point.				x
Accommodation – Adjustment of eye to bring object into sharp focus- Important for near point work.				x
Color Vision – Ability to identify and distinguish colors.		x		
Cognitive Requirements	Rarely (15%)	Occasional (15% - 40%)	Frequent (40% - 70%)	Continuous (Over 70%)
Communications Oral				x
Communication Written				x
Mechanical Concepts				x
Interpreting Skills				x
Implementing				x
Evaluating				x
Organizing				x
Consulting				x
Analyzing				x
Presenting				x
Supervising				x
Ability to Deal With:				
● Stressful situations				x
● Trauma, grief, death				x
● Public Contact				x
Decision Making				x
Work with Others				x
Work Alone				x
Concentration				x
Comprehend and follow instructions				x
Relate to Others				x
Influence Others				x
Perform complex or varied tasks				x