



**Position Description
Shelter Supervisor - Bilingual**

Position Title: Shelter Supervisor - Bilingual	Supervisor: Shelter Director
Department: Emergency Shelter	Full or Part Time: Full Time
FLSA Status: Exempt	Salary Grade: \$49,000 - \$52,000
Additional classification(s): ESSENTIAL STAFF	Date: September 2021

Position Summary

The Shelter Supervisor has primary responsibility to provide on-site supervision, staffing, and program leadership to the confidential emergency shelter program in collaboration with the Shelter Director. The Supervisor is responsible for maintaining continuous 24/7/365 staffing by coordinating shelter staff schedules.

In consultation with the Shelter Director, this position provides leadership for program planning, staff supervision and mentoring, operational oversight, facility management, and security. The Shelter Supervisor will coordinate and provide direct services to adults and families within a survivor-centered, empowerment-based framework.

Essential Functions

Program Administration

- Ensure continual staffing of the residential facility 24/7/365 by coordinating schedules of on-site, on-call, and relief shelter staff and related back-up staff.
- Provide administrative supervision and mentoring to Shelter Staff.
- Provide supervisory on call coverage to direct service staff.
- Oversee and coordinate staff activities regarding inventory supplies and program materials.
- Contribute to shelter program, policy, and budget planning, implementation, and evaluation.
- Uphold agency policies and contractual, legal, and regulatory obligations by pursuing proper channels for accountability and educating shelter guests about their rights and responsibilities.
- Maintain clear and consistent documentation in accordance with agency policy and practices.
- Submit reports and information as needed for reporting to funders and stakeholders.
- Maintain confidentiality of information, written and verbal, in accordance with Safe Passage policy and legal requirements.
- In consultation with the Shelter Director, support the shelter's technology needs including the security system as well as residents' technology needs.
- Report maintenance and repair needs.
- Participate in program planning, supervision, and case sharing meetings.
- Serve on agency-wide committees or working groups.

Counseling & Support Services

- Provide case management, counseling, and advocacy to people who have experienced domestic violence utilizing a multicultural empowerment model.
- Assess clients' needs and support self-identified goals through advocacy and referrals related to housing, public assistance, immigration, employment, education, and children's needs.

- Facilitate therapeutic group services.
- Provide and model de-escalation and conflict mediation for shelter guests.
- Work with shelter guests to ensure the maintenance of safe conditions.
- Arrange and/or provide transportation for shelter guests and their families.

Community Engagement, Outreach, & Training

- Perform occasional community outreach.
- 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 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.
- Provide support and task supervision to volunteers.

Work Hours

35 hours per week, Sunday - Thursday, 11am - 7pm. Participates in routine on-call coverage including nights, weekends, and holidays in rotation with other staff.

As essential staff, the Shelter Supervisor 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; and to report to work, as needed, when serving in an on-call capacity.

Hiring Requirements

Education:

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

Years of Experience:

Minimum two years of relevant program experience including prior supervisory experience.

Knowledge, Skills & Abilities:

- Demonstrated ability to coordinate programs and manage projects;
- Demonstrated understanding of domestic violence;
- Demonstrated understanding of the effects of trauma;
- Bilingual language proficiency (Spanish and English);
- Experience working and learning within diverse teams, and a commitment to effectively serving a diverse client population; and
- Ability to advocate effectively on behalf of clients while maintaining professional boundaries.

Preferred

- Knowledge of regional housing resources for people with low incomes who are experiencing homelessness;
- Skills related to facility maintenance, repair, and/or security; and
- CPR / First Aid / AED certification, familiarity with the administration of NARCAN, and other relevant training.

Tools & Technology Requirements:

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

- Proficiency utilizing and troubleshooting technology applications, including but not limited to Google and Microsoft suites, social media, databases, and cloud-storage programs.

About Safe Passage

Mission

Safe Passage, Northampton, MA, is a nonprofit organization 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.

Safe Passage provides individualized support to address survivors' whole needs for safety and healing. Programs include emergency shelter, trauma-informed counseling and support groups for survivors, families and children, community engagement and prevention, and individual and system advocacy.

Expectations of all Employees

- Demonstrate commitment to Safe Passage's core values - accountability, collaboration, empowerment, and justice.
- Practice anti-racism and anti-oppression while working to support alternatives to white supremacy culture, thereby contributing to a culture of belonging.
- 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.

Benefits

Full-time employees are eligible for generous benefits including up to 80% employer-sponsored medical coverage, dental insurance, a 3% employer retirement plan match, and three weeks of paid vacation.

Equal Employment Opportunity

It is the policy of Safe Passage to provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, pregnancy or maternity, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, Safe Passage will provide reasonable accommodations for qualified individuals with disabilities.

Application Instructions

To apply: Send a cover letter and resume to spjobs@safepass.org with the subject line of "Shelter Supervisor." For more information about Safe Passage and domestic violence, visit our website at www.safepass.org.