



**Position Description
Shelter Director**

Position Title: Shelter Director	Supervisor: Associate Executive Director for Programs
Department: Emergency Shelter	Full or Part Time: Full Time
FLSA Status: Exempt	Salary Grade: \$64,000 - \$68,000
Position Code:	Revision Date: November, 2022
Additional classification(s): ESSENTIAL STAFF	

Position Summary

The Shelter Director is responsible for providing leadership, oversight, and vision to the confidential emergency shelter program. The Shelter Director provides overall management and supervision to the shelter program, with an emphasis on a supportive and trauma-informed and culturally inclusive environment for adults and children. Key responsibilities include supervision of staff, program development, developing and managing the program budget, developing and implementing policies and procedures, training and staff development, maintaining key areas of compliance with grants and contracts, and integrating the program with others in the organization.

The shelter is funded through a contract with the Department of Public Health and has maximum capacity for 6 families. Key among the requirements is to provide reliable uninterrupted on-site 24/7/365 coverage. The shelter staff includes 8 – 10 individuals in full time, part time, and relief staff positions. A rotating on-call and supervisory on-call system assures consistency, addressing the needs of shelter guests, staff support and problem solving, and management of critical incidents.

Essential Functions

Agency Leadership

- Contribute to agency wide efforts to create a culture of non-violence, anti-racism, inclusion, and to actively seek ways to contribute toward efforts toward building an inclusive and organizational culture through relationships, transparency, knowledge, and modeling.
- Serve on agency Leadership Team.
- Contribute toward agency strategic planning, data collection and analysis, supervision through a cross-cultural and inclusive lens.
- Direct program, policy, systems, and budget planning, implementation, and evaluation for the emergency shelter program.
- Engage with the Board of Directors as required, providing reports, engaging in shelter oriented discussions and decisions.
- Directs fulfillment of agency strategic plan and best practice wisdom with regard to the shelter program.

Program Administration

- Directly supervise all Shelter Staff, including full time, part time, and relief staff.
- In accordance with agency wide HR practices, conduct and coordinate hiring, onboarding, training, supervision, and evaluation of shelter staff.
- In collaboration with senior management and shelter staff, develop and manage the shelter budget.
- Develop and implement shelter-related policies, procedures, and practice norms.
- Ensure the development and implementation of effective systems related to facility management, purchasing and inventory, security, technology, staff scheduling, team-based counseling and advocacy, and other aspects of program management.
- 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.
- Uphold agency policies and contractual, legal, and regulatory obligations in one's own behavior and performance; and by educating shelter guests about their rights and responsibilities when living in the shelter.
- Assure that all services provided by staff and volunteers meet the criteria and qualifications for counselor privilege according to MGL 233 Section 20(K).
- Ensure clear and consistent documentation in confidential database in accordance with agency policy and practice.
- Maintain absolute confidentiality of information, written or verbal, according to Safe Passage policy and legal requirements.
- Ensures adequate staffing for program excellence and contract compliance by filling vacancies as needed, complying with agency policies regarding attendance.
- Provide routine on-call coverage including nights, weekends, and holidays in rotation with other shelter staff.
- Manage robust onboarding, initial training, and ongoing skill development for all shelter staff.
- Lead efforts for shelter intake, welcoming new families, and developing individualized plans based on each family's needs.

Counseling & Support Services

- Maintain high level of knowledge and skills across all shelter staff in language access.
- 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.
- Support the facilitation of therapeutic activities for shelter guests.
- 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.
- Ensure safe, supportive environment and positive community interactions and environment in a congregate residential setting.

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.

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 empowerment.
- 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.

Work Hours and Schedule

35 hours per week, Monday through Friday 9am to 5pm, with some required flexibility for evening, overnight, and weekend needs. 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; or
- Non-traditional educational pathways and commensurate life/work experience.

Years of Experience:

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

Knowledge, Skills & Abilities:

Required

- 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.

Preferred

- Masters level social worker with current license.
- Knowledge of local/regional resources that support shelter guests' and children's goals toward wellbeing including social connection, economic stability, and mental and physical health
- Knowledge of regional housing resources for people with low incomes who are experiencing homelessness.
- Bilingual skills (Spanish and English).
- Prior completion of training consistent with MGL c. 233 s. 20K: *"Domestic violence victims' counselor", a person who is employed or volunteers in a domestic violence victims' program, who has undergone a minimum of twenty-five hours of training and who reports to and is under the direct control and supervision of a direct service supervisor of a domestic violence victims' program and whose primary purpose is the rendering of advice, counseling, or assistance to victims of abuse."*

Tools & Technology Requirements

Tools & Technology Requirements for all staff:

High level of proficiency and comfort utilizing and troubleshooting technology, including but not limited to PC systems, google suite (gmail, drive, calendar), zoom and web conferencing, electronic databases, and cloud-storage programs.

In addition, this position requires:

- Use and some administration including reporting for client based database for highly secure client data
- Basic use of Excel and Power Point

About Safe Passage

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.

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

Benefits

Safe Passage is a supportive, collaborative workplace that fosters growth in its employees, both personally and professionally. We strive to hold an environment that encourages growth, creativity, and flexibility. We are advocates for livable wages, self-care and work-life balance, and our compensation package reflects this. Employees receive 3 weeks of accrued vacation for the first year, 4 weeks starting year 2, and 5 weeks after 9 years, prorated for part time. We provide three personal days, and ample holiday and sick time. Benefits include health and dental insurance, and a 401(k) plan with agency match.

Safe Passage works to earn its position as a justice-centered employer of choice in Western MA. Safe Passage provides a bilingual pay premium of \$1/hour for staff who possess language competency that is likely to be utilized in their position.

Application Instructions

To apply: Send resume and cover letter with the subject "Shelter Director" to spjobs@safepass.org.

Application deadline is **January 4, 2023**.

Safe Passage is an organization made up of survivors, women, trans folks, people of color, immigrants, people with disabilities, and LGBTQ+ people. Oppression and violence disparately impacts us and we strongly encourage people from these and other impacted communities to apply. We aspire to foster a work environment that is inclusive as well as diverse. Survivors come from all different backgrounds, and so do our employees. We encourage you to apply if you believe you have the skills and experience to thrive in this role and contribute to our mission at Safe Passage.

Safe Passage is an Equal Opportunity Employer with a strong organizational commitment to the achievement of excellence, diversity, and inclusion among staff.

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