



**JOB TITLE:** Shelter Services Manager (Full-Time)

**REPORTS TO:** Advocacy and Shelter Programs Supervisor

**HOURS:** Full-Time- 40 hours weekly

**PAY:** \$37,440-\$41,600 salary

**BENEFITS:** IRA 3% Match, Paid PTO, Paid Holidays, Medical and Dental Insurance

**DESCRIPTION:**

This position is a co-management position to share the shelter management responsibilities to support the operational efforts of the DOVE House (shelter) to ensure refuge, education and support to victims of domestic/sexual violence. The Shelter Managers are members of the leadership team and are responsible for evaluating and implementing comprehensive programs that are mission-focused and support the needs of victims served. This position is also responsible for mentoring and training other shelter advocates.

**DUTIES:**

**Shared Responsibilities for both Shelter Managers:**

- **Work under the supervision of the Operations Director to ensure that DHS licensing requirements and established policies and procedures of the DOVE House are followed**
- **Provide a full range of services for the DOVE House residents and the 24-hour Crisis Line, seeing that all clients are served in a professional and respectful manner regardless of race, religion, sex, or gender**
- **Provide administrative on-call support to shelter, typically one weekend/week(nights) per month**
- **Provide supervision for Resident Advocates and coordinate with the other Shelter Manager to schedule/facilitate regular feedback meetings**

**Primary Responsibilities for Full-Time Shelter Manager:**

- Responsible for *scheduling oversight*, to ensure the shelter is adequately staffed at all times, in coordination with the Lead Resident Advocate, and review timesheets to ensure they are submitted correctly, on time, and approved for payroll
- Conduct weekly shelter training
- Assists in required funding and licensing reports
- Provides advocacy and assistance to shelter clients as needed
- Responsible to ensure the shelter facility is maintained and operational, with assistance from the Housing Advocate, and report any repairs or maintenance needs to the Operational Director
- Responsible for ensuring shelter is adequately supplied for needs of shelter residents, including food, cleaning supplies and commodities, in coordination with the Housing Advocate
- Assists in community outreach, meetings, and other events as needed
- Maintain client's electronic and physical files, including, intake, documentation, and exit
- Provide refocus interventions and facilitate refocus meetings with clients when needed
- Attends weekly client staffings to provide progress updates, present requests for extension, seek input and problem-solve with other case management and clinical team members

- Enters data into DHS database (DV01)

Support the Following Duties Primarily Covered by the Part-Time Shelter Manager:

- Responsible for hiring and supervising Resident Advocates, including scheduling/facilitating regular feedback meetings
- Oversee training for Resident advocates to ensure best practice and procedures being utilized and ensure all RA's meet licensing requirements (BCI, CPR/FA training, 40-hr certification, etc.), in coordination with the Lead Resident Advocate
- Review staff documentation and data entry for quality assurance
- Maintain financial receipts/records and submit to finance team within established timeline

**MINIMUM QUALIFICATIONS:**

- Bachelor's degree in behavioral science preferred; minimum of two years of work-related experience with equivalent in a domestic violence shelter and/or victim services
- Certified in Domestic Violence and Sexual Assault Crisis Intervention by the State of Utah within the first year
- Good communication skills, computer skills, knowledge of community resources, and good crisis intervention/de-escalation skills
- Knowledge of Domestic Violence and Sexual Assault laws, U-Visa process and other immigration matters, Protective Orders and Stalking Injunctions is a plus
- Clear a Criminal Background Investigation and Child Abuse Database check
- Complete CPR/first aid certification training within 30 days of hire
- Bilingual preferred

*The DOVE Center provides equal employment opportunities to all employees and applicants for employment, without regard to race, color, religion, creed, gender, national origin, age, marital or veteran status, sexual orientation, or the presence of handicaps or disabilities, or any other basis protected by state or federal law.*

Revised December 2021