

TURNING POINTS NETWORK
Shelter Manager/Advocate 102917

Turning Points Network's mission is to enhance the safety and well-being of victims and survivors of domestic and sexual abuse and stalking through empowerment and advocacy; to create a community responsive to all victims and survivors through education, outreach and accountability; and to empower the community to establish a safer culture.

Turning Points Network's vision is everyone engaged in preventing domestic and sexual abuse and stalking, and assuring respectful relationships in all homes, schools and communities.

Position Objective and Summary

This position is responsible for providing shelter and safe home placement, crisis intervention, case management and support services to families residing in the shelter and safe homes. The position is responsible for the management of the agency's emergency shelter and housing program and oversees the maintenance of the shelter facility. This position provides back-up to the Task Force Supervisors, when needed. The Manager promotes an atmosphere of empowerment and respect for staff, volunteers and those served by the agency.

ESSENTIAL FUNCTIONS

Screen for and provide safe housing to survivors and their children.
Conduct assessments, intakes and exit interview of residents.
Provide crisis intervention and direct services to families residing in the shelter and in safe homes.
Provide transportation to guests in personal vehicle and accompany guests to appointments as needed.
Schedule and facilitate house meetings.
Provide childcare to children residing in the shelter or safe homes when parent has appointments and to provide a break for parents with children. Follow TPN policies and procedures on childcare.
Conduct weekly safety and cleanliness checks.
Organize, update and maintain referral and resource information at the shelter.
Maintain an active referral network with professionals, businesses and social service agencies to assist survivors.
Coordinate donations and supplies at the shelter and communicate unmet needs to the Programs Director.
Maintain a full inventory of supplies for the shelter and communicate unmet needs to the Programs Director.
Prepare timely submission of bed night and capacity reports to the NHCADSV; review shelter files on an ongoing basis; assure quality and accuracy of all required documents and documentation, including incident reports, contact logs, call sheets.
Maintain facility upkeep, including the yard to assure safety and condition; make or coordinate repairs.
Provide direct services to survivors seeking services through the offices.
Provide night, weekend and holiday staff backup as needed.
Provide training on shelter program to staff and volunteers.
Plan, schedule, and facilitate Shelter Committee meetings.
Assist with professional trainings to area service providers.
Attend quarterly Shelter Manager meetings at the NHCADSV.
Attend local and state meetings as assigned by the Programs Director.
Attend Direct Services Component meetings and monthly Staff meetings.
Attend bi-monthly In-services and trainings.
Participate in 6 hours of continuing education per year and maintain appropriate training documentation.
Meet for supervision with Programs Director.
Assist in special projects and assignments as required for the effective operation of the shelter agency.
Participate in agency outreach efforts.

QUALIFICATIONS

EDUCATION: Undergraduate degree in a related field or equivalent experience in a related field

SKILLS: Shelter management, advocacy and crisis intervention skills preferred; strong verbal and written communication skills; highly organized; strong attention to detail; adequate computer skills.

KNOWLEDGE: Good understanding of domestic violence, sexual assault, oppression, empowerment, crisis intervention and local community resources

TRAITS: Compassionate, flexible, able to multi-task and quickly move from task to task, culturally sensitive, non-judgmental, ability to present oneself in a professional manner, ability to work on a team, values diversity, values volunteers and their roles in supporting survivors

PHYSICAL AND PSYCHOLOGICAL DEMANDS: The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- Must be physically and mentally capable of performing multiple tasks under stressful situations and able to consistently function well in a fast-paced environment.
- Must be capable of using a visual display terminal with keyboard, repetitively use wrist, elbow and shoulder.
- Must be able to talk and hear.
- Must be able to lift or negotiate 40 pounds from time to time and sit and stand for long periods of time.
- Must be capable of frequent travel throughout the county and statewide. National travel may be expected.

Disclaimer: The above statements are intended to describe the general nature and level of work expected for this position. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required. All personnel may be required to perform duties outside their normal responsibilities from time to time, as needed.

Requirements: TPN requires all employees to have a valid driver’s license, proof of insurance and submit to criminal background and motor vehicle driver’s license checks; employment may be dependent on findings. TPN employees are expected to honor staff values and practice ethical communication.

STATUS OF POSITION

40 HOURS PER WEEK – Hourly/Non-Exempt– Benefits Eligible

REPORTS TO: Programs Director

Signed

Date