



TURNING POINTE

Survivor Advocacy Center

To create a world free of sexual and domestic violence.

Job Description

POSITION DESCRIPTION

JOB TITLE: Shelter Manager

REPORTS TO: Program Manager

HOURS: Full-time

SCHEDULE: M-F days, some evening and weekend work required

SALARY: \$40,000 - \$45,000 annually

Benefits: Medical, dental, and vision insurance, paid holidays, vacation and sick leave

SUMMARY: The Shelter manager is responsible for the daily operation of the shelter, including shelter-based advocacy, staff supervision and shift scheduling, public and private grant management and compliance, client program oversight, and, the provision of quality advocacy services to all Turning Pointe's clients and their dependent children.

DUTIES:

Staff Leadership & Program Management: The Shelter Manager is responsible for the leadership of Turning Pointe's shelter-based client advocates, program and grant management, including but not limited to the following:

- Establishing appropriate staffing levels consistent with program and shelter needs, and, providing emergency backup/support to shelter staff on weekdays, evenings, or weekends, if required.
- Coordinating hiring of shelter staff with Program Manager. Planning and leading weekly shelter staff meetings to address client needs and general shelter issues, scheduling in-service speakers/trainers in support of annual, mandatory staff training per grant compliance.
- Ensuring comprehensive, strategic staff training and targeted professional development needs are met per grant compliance requirements and staff developmental needs/interests.
- Providing team and individual leadership for all shelter-based advocates.
- Determining and delegating staff responsibilities to maximize Turning Pointe's available resources and providing efficient and effective delivery of advocacy services to clients.
- Assuming leadership role in the design, development, implementation and evaluation of employee onboarding, Turning Pointe policies and procedures documentation, and client-focused program development.

- Acting as subject matter expert in ensuring all public and private grant compliance requirements are met including timely report generation, data-entry and overall grant-specific program implementation.

Client Relations: The Shelter Manager oversees all aspects of client relations, including but not limited to the following:

- Implementing policies for shelter housing, client confidentiality and advocacy services.
- Implementing policies relative to all housing including length of stay, hotel voucher programs and transitional housing alternatives.
- Implementing all outcome questionnaires, exit interviews and other reports and documentation as required by grantors.
- Implementing policies for client grievance procedures.

Administration & Facility Management: The Shelter Manager oversees general internal operations of the shelter, and assists in all aspects of facilities maintenance, including but not limited to the following:

- Overseeing inventory management of food staples, basic self-care items and shelter maintenance supplies.
- Maximizing use of shelter funds and monitoring budget expenditures through practices that seek competitive rates and sound financial stewardship regarding all purchases made for client and shelter consumption/use.
- Providing information on comprehensive shelter upkeep and maintenance needs to the Finance Manager and Executive Director for annual budget preparation and as needed to ensure best practices in shelter operation, client satisfaction and support.
- Ensuring timely grant management and compliance and monitoring of all negotiated contracts, rental agreements, etc. for shelter goods and services to drive efficient and cost effective facility operations.
- Co-leading shelter and client services policy development, implementation and enforcement.
- Working with Executive Director and Finance Manager to oversee effective facility upkeep and maintenance programs.

Desirable Qualifications:

- High school diploma or GED required, college degree preferred.
- Training on domestic violence and sexual assault issues and advocacy-based counseling within past three years. Experience in managing and supporting survivors of secondary trauma.
- A minimum of two years advocacy-based counseling experience with a domestic violence/sexual assault survivors services agency.
- Strong supervisory and team leadership, organizational, financial acumen and critical thinking skills.
- Ability to effectively address and resolve conflict amongst shelter staff and amongst Turning Pointe clients.
- Established track record in facility management, client services, program implementation and oversight, team leadership and staff development.

- Ability to work respectfully with diverse populations using Turning Pointe’s mission statement and philosophy. Ability to handle sensitive and confidential information properly.
- Proficiency with Microsoft Office suite, grant management and data entry report generating software.
- Excellent oral and written communication skills including writing reports, creating presentations and public speaking.
- Undergoing a Washington State Background Check is a pre-employment requirement.

Training Requirements:

Domestic Violence Training-

- **20 Hour Core** – All volunteer and paid staff must complete a minimum of twenty hours of live/in person Core Training before providing services to clients and/or their dependent children.
- **Ongoing Training** – Based on date of hire advocates and staff supervisors must obtain an annual minimum of twenty hours of continuing education training beginning in their second year with the domestic violence agency, and in every year thereafter.

Sexual Assault Training-

- **30 Hour Core** – All volunteer and paid staff must complete within three months of hire.

Part 1 is a 7 hour online tutorial that you must complete prior to attending.

Part 2 is a 23 hour (3 day) in person training held in either Eastern or Western Washington

- **Ongoing Training** – All qualified staff providing core services are required to receive 12 hours of WCSAP approved ongoing training. Ongoing training must be completed in the fiscal year after the staff, volunteer, or supervisor has completed their initial training requirement. Ongoing training is an annual requirement.

Employee Signature _____

Date _____