Position Identification

Functional Title: Shelter Manager
Supervisor: Executive Director
Subordinates: Crisis Line Advocates
Status: Exempt
Pay Rate: Probation pay rate $24,000 to $28,000 annually
Probationary Period: 1 year
Work Schedule: 32-40 hours per week / 8am-5pm Monday-Friday / Occasional evening and weekend hours.

Position Summary: The Shelter Manager will maintain a 32-40 hour workweek by providing adequate direct services for the organization. The Shelter Manager’s duties and responsibilities shall include but are not limited to: flexibility, answering crisis calls, placing clients in temporary shelter, recording client intakes, maintaining confidential files, documenting contacts, managing client’s needs at shelter, maintaining grocery stocks, meeting with clients needing courtroom assistance, networking with community agencies, filling-in at times during the Executive Director’s absence, providing community outreach, public speaking, providing close support for the Executive Director, and assisting with events and functions for the organization. Duties are based on needs of shelter residents, outside clientele, reviewing and assessing the growth patterns of the organization. Duties may be subject to change at any time based on the needs of the organization and should not be construed as exclusive or all inclusive in this job description.

Disclosure: This position is funded through yearly grants. Hours and continuation of the position are dependent on future funding awards. Successful applicants will be required to sign a pre-employment release form that authorizes Tri-County Network Against Domestic & Sexual Violence to conduct a criminal records background review to determine whether the applicant has been convicted of any criminal acts that are directly related to the responsibilities of the prospective job.

Primary Responsibilities:

- Reports To and Takes Direction from Executive Director
- Maintain the strictest confidentiality of Tri-County Network business, Board of Directors, personnel and clients served.
- Provide advocacy and support to the 24-hour crisis line.
- Provide crisis intervention and in-person advocacy to residents of the shelter.
- Assess the needs and goals of clients.
- Complete intake forms of new clients.
- Coordinate client needs and orient clients with community resources.
- Make appropriate referrals to TCN in-program services.
- Educate and familiarize clients on phone with services and agencies in outreach area.
- Provide In-Person advocacy within agency’s service radius when necessary.
- Provide limited courtroom victim support and maintain a basic understanding of courtroom procedures & legal procedures.
- Support Shelter facilities through duties of:
  - Coordinating shelter needs with Executive Director
  - Repair/maintain shelter facility to ensure a safe, healthy environment for clients, staff & volunteers.
  - Coordinate & Organize shelter food stock when applicable.
  - Comprehension of Security System
  - Monthly Shelter Report of premises to Executive Director for Board meetings
  - Monthly Statistical Report of participants/contacts of program to Executive Director for Board meetings.
  - Direct shelter donation solicitation and acknowledgement
Complete & File client confidential records.
Maintain daily log of contacts for data entry.
Perform Automated Victims’ Information Database (AVID) Statistical Reporting entry for grant reporting.
Coordinate with Executive Director to develop program literature when necessary.
Coordinate needs with Executive Director to support that shelter functions within shelter budget.
Recruit, train, schedule, and supervise Crisis Line Advocates.
Be available to Crisis Line Advocates for questions or concerns regarding shelter and/or clients
Facilitate and coordinate support group meetings.
Attend mandatory staff meeting with Executive Director and staff.
Attend board meetings when requested.
Attend Regional meetings as Regional Representative of our network when required.
Maintain familiarity with state and federal domestic violence and sexual assault codes.
Attend educational trainings necessary to stay current professionally.
Travel as required to other communities, meetings, and trainings. Some overnight travel may be required.
Abide by all policies and procedures established by the TCNADSV Board of Directors and/or Executive Director.
Other duties as assigned.

**Minimum Qualifications to Apply:**
- Possess A High School Diploma or Equivalency.
- Possess a minimum of 3-years prior work experience in Public Relations, Social Work or Human Services related field;
- Ability to take and respond effectively to directives from Executive Director and/or project supervisor. Understanding, Knowledge & Empathy of domestic violence and sexual assault issues.
- Basic understanding of legal procedures (i.e. state and federal domestic violence and sexual assault codes).
- Possess excellent oral and written skills.
- Possess good typing and data-entry skills.
- Demonstrate a willingness to improve professional skills through training.
- Ability to travel to conferences and trainings to maintain certifications.
- Ability to completely understand and maintain strict adherence to confidentiality and safety procedures.
- Must be able to respond to on-call situations.
- Willingness to share job responsibilities and flexibility in scheduling.
- Be able to set and maintain professional & personal boundaries.
- Ability to set goals and complete projects in a timely manner.
- Ability to meet critical deadlines and practice good time management.
- Ability to work independently as a self-starter or as a team.
- Ability to work professionally with community agencies.
- Must have own transportation, valid driver’s license, insurance and be able to respond to shelter within 30 minutes.
- Submit to and pass a pre-employment criminal records background check.
- Ability to work with a wide variety of ethnical, racial, socioeconomic and religious individuals and/or groups.
- Ability to respond to Crisis Line advocates needs and questions via phone or in-person during off hours

**Additional Preferred Qualifications:**
- Graduate of an accredited college or university with a Bachelor’s degree in Social Sciences, Social Work, Human Services, Public Relations and/or other related field.
- Prior work experience with non-profit organizations.
- Grant Writing skills or other writing experience.
- Prior experience performing community outreach, educational workshops, community networking and/or public speaking.
- Prior experience working with victims of abuse, domestic or sexual violence.
- Prior work experience providing advocacy to victims of abuse, domestic or sexual violence.
- Prior supervisory experience.

**INDEPENDENCE OF ACTION:**
This position exercises a high level of independent responsibility in performing job tasks. The person in this position and the Executive Director develop work objectives jointly, and the person in this position is responsible for planning and organizing
the work, resolving conflicts, and determining methods and approaches. Guidelines, manuals and established procedures are available through the Executive Director that are available to provide general guidance in work activities.

CONFIDENTIALITY:
The position requires handling non-public confidential information. The person in the position acknowledges the confidential nature of non-public information regarding Tri-County Network ADSV employees and customers. Consistent with applicable policy and guidelines, this position will respect and safeguard the privacy of employees, customers and the Board of Directors and the confidential nature of information in accordance with Montana state law, without limiting the general nature of this commitment. This position will not access or seek to gain access to confidential information regarding any past or present employees, customers, and Board Members in the course of fulfilling job responsibilities. The person in the position hereby acknowledges and understands that in this context, confidential information is considered all non-public information that can be personally associated with an individual.

If in the course of executing job responsibilities, the person in the position accidentally accesses information that others might consider inappropriate for this position to access, the person in the position will notify the Board of Directors of the date and time of the access. If a question arises at a later time, it will be understood that the access was accidental. The person in the position will not disseminate any such information.

Acceptance of this Position hereby acknowledges the reading, understanding, acceptance and agreement to this section regarding confidentiality and agrees to abide by the terms and conditions set forth herein. Violation of confidentiality may warrant disciplinary action, up to and including, suspension, demotion or termination of employment.

WORK ENVIRONMENT/PHYSICAL DEMANDS:
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is on a regular basis required to walk, talk, bend, stoop, lift, carry, push, pull, climb or balance, sit or stand for extended periods, reach with hands and arms, use hands to finger, handle or feel and hear sounds. The employee is occasionally required to work outdoors in adverse weather conditions, work with persons who are experiencing a personal crisis, and work under sometimes stressful conditions.
- The employee must occasionally lift and/or move up to 50 pounds. The noise level in the work environment is usually low to moderate.

EMPLOYMENT DISCLAIMER: This job description is not a contract. Management reserves the right to change its contents at any time. This organization complies with the guidelines set forth in the Americans with Disabilities Act of 1990 and does not discriminate on the basis of race, color, religion, national origin, ancestry, sex, age, disability, or status as a disabled veteran or veteran of the Vietnam era. This organization is an Equal Opportunity Employer.