

WOMEN AND CHILDREN'S HORIZONS, INC.
Position Description

TITLE: Shelter Manager

CLASSIFICATION:

Executive Exempt

REPORTS TO: Executive Director

Administrative Exempt X

Learned Professional Exempt

Non-Exempt

POSITION SUMMARY: This position is full-time and eligible for fringe benefits. This position performs a variety of responsibilities, including but not limited to supervising a shelter staff of approximately a dozen, crisis calls, and advocacy and support for victims of domestic violence, sexual assault, and/or human trafficking, and their children.

EDUCATION/EXPERIENCE REQUIRED: Bachelor's degree in social work, related field or equivalent preferred. Five years minimum experience with a shelter required. Knowledge about domestic and sexual abuse required. Previous experience engaging in trauma informed care required. Knowledge about transitional living arrangements and other housing programs preferred. Knowledge about services available to victims in and around Kenosha County preferred.

PERSONAL AND PROFESSIONAL QUALIFICATIONS: Excellent communication and organizational skills; cultural competence and ability to interact with various publics; excellent interpersonal skills; must demonstrate professionalism with sound judgment and a high degree of responsibility, particularly as it relates to confidentiality; must be willing and able to assist staff working in a 24/7 operation, which generally means being able to take emergency calls if/as needed. Reliable automobile with insurance and valid driver's license required.

REPRESENTATIVE RESPONSIBILITIES:

1. Understand and support the mission and purpose of Women and Children's Horizons, Inc.
2. Serve on committees as assigned by Executive Director or the Program Manager.
3. Participate in meetings, trainings and workshops as necessary. Report on training experiences to other staff and conduct training sessions for staff and volunteers as needed.
4. Facilitate support groups for sheltered clients as needed.
5. Assist in grant the writing process and reporting, gathering materials and maintaining accurate records and demographic information as necessary. Similarly, supervise staff in the gathering of data, complete required reporting for all Shelter programs and grants.
6. Manager the shelter staff schedule and ensure shelter is staffed 24/7 to work with clients and answer crisis calls
7. Provide crisis counseling, legal and personal advocacy, safety planning, and follow up services to victims as needed. Attend court hearings as needed or desired by victims.
8. Refer victims to other resources as appropriate to meet their needs and ensure staff and the agency are following up with those referrals to allow a seamless transition from agency to agency.
9. Provide monthly and quarterly reports and statistics required for grant to supervisor.
10. Coordinate with the On Call Manager to ensure seamless work between the shelter / crisis line and hospital on call advocates, including frequent communication with staff
11. Oversee food, clothing and household goods in Shelter and grant requirements related to same.
12. Provide training and support to all agency advocates about sheltered clients and working with them
13. Participate in agency training events by attending and presenting at trainings to law enforcement, courts, hospitals, other non profits, and related agencies
14. Adhere to the organization's Code of Ethics, Policies and Procedures, Code of Conduct and Confidentiality, and Agency-Wide Employee/Manager Standards.
15. Perform other duties as assigned.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Furthermore, all candidates for

employment may be subjected to a police and social services check. Women's Horizons, Inc. is a non-smoking environment.
