

**JOB DESCRIPTION**

**Job Title:** Shelter Manager

**Job Location:** Shelton

**Reports to:** Program Director

**Classification:** Non**-**Exempt Full Time

**Salary Range:** $23-27/hour (DOQ)

**Schedule:** Monday-Friday 8:00am-4:30pm

**Note**: Schedule will vary occasionally to include holiday shifts (holiday payrate applies).

**BENEFITS**

* Accrued paid time off (PTO), eligible upon date of hire
* Employer funded Simple IRA, eligible upon date of hire
* Employer funded life insurance policy, eligible upon date of hire
* Medical/Vision/Dental Insurance, fully paid by employer
* Employer funded Health Savings Account (HSA)
* Paid 11 holidays and one personal day
* Mileage reimbursement for work-required travel beyond typical commute
* YMCA Membership

**WA state background, fingerprinting, and federal sex offender database checks are required for employment.**

Founded in 2001, Turning Pointe’s mission is to provide safety and support for survivors through advocacy, prevention education and action for social change. Our Advocates work with over 500 adult and youth survivors of domestic and sexual violence every year in our Shelton and Belfair, WA locations. We serve *all* survivors – we do not discriminate on the basis of gender identification, age, race, ethnicity, religion, marital status, nationality, disability or immigration status.

We place a high priority on the career development and wellness of every Turning Pointe team member. Employee recognition awards, staff retreats, celebratory potlucks, self-care activities and opportunities to grow professionally through special project assignments, expanded job responsibilities, conferences and training sessions are an important part of our culture.

**POSITION SUMMARY**

The Shelter Manager is responsible for the daily operation of the shelter, including shelter-based advocacy, and staff supervision, and the provision of quality advocacy services to all Turning Pointe’s clients and their dependent children. Duties will include coordination of shelter events, training, and onboarding of new advocates, updating and maintaining inventory lists, as well as working with partners agencies.

**Turning Pointe Competencies**

* Communication: Expresses ideas effectively in writing and verbally; shares ideas and information with others proactively; organizes and delivers information appropriately; style and content of communication is audience-specific; actively and empathetically listens.
* Teamwork: Interacts with people effectively; able and willing to share and receive information; cooperates within groups and across groups; supports group decisions and puts group goals ahead of own goals.
* Initiative: Generates innovative ideas for improvement and problem-solving; practices self-development; does more than required and takes advantage of new opportunities.
* Sense of urgency: Prioritizes responsibilities of role appropriately; demonstrates enthusiasm and energy in approaching job; consistently meets or exceeds goals; maintains high level of productivity and self-direction.

**ESSENTIAL RESPONSIBILITIES, DUTIES AND TASKS**

**Staff Leadership and Shelter Management**

* Remaining knowledgeable of all Turning Pointe policies and procedures
* Coordinating hiring of shelter staff with Program Director to ensure appropriate staffing levels consistent with program and shelter needs, and providing emergency backup/support to shelter staff on weekdays, evenings, or weekends, if required
* Planning and leading weekly case conference meetings to address client needs and general shelter issues
* Ensuring that all staff under your supervision remain compliant with training requisites as outlined by grant guidelines
* Assist Program Director in the design, development, implementation and evaluation of employee onboarding, Turning Pointe policies and procedures documentation, and client-focused program development
* Maintaining current knowledge on community resources that support the needs of Turning Pointe’s clients
* Overseeing inventory management of food staples, basic self-care items and shelter maintenance supplies
* Overseeing and delegating projects as needed to supervising staff
* Oversees the shelter intake process and ensures rooms and resources are prepped for new clients
* Participates in actively seeking ways to improve shelter operations and collecting feedback from shelter clients to better inform the direction of shelter operations
* Maintaining the upkeep of the shelter, ensuring it remains in working order with no broken or malfunctioning components, and promptly addressing any issues
* Other duties as assigned by Program Director

**General Advocacy and Client Relations**

* Providing culturally appropriate advocacy support, resource materials and safety planning for Turning Pointe’s diverse clients as needed
* Recommending policies and or procedures to increase client safety, shelter housing, client confidentiality and advocate services
* Coordinating with Turning Pointe advocates and team members to enhance client support and services

**Community Relations**

* Attends community meetings as assigned by Program Director
* Assists with outreach as assigned by Program Director

**Education and Experience**

* GED or HS diploma required
* Associate’s degree or higher in social work or related field, a plus
* Two or more years of experience in a supervisory or leadership role
* Two or more years of experience providing advocacy to victims of domestic violence within a domestic violence agency
* A minimum of fifty (50) hours of training on domestic violence issues and advocacy within three (3) years prior to being hired as a supervisor

**Minimum Qualifications**

* Valid driver’s license and state required minimum automobile insurance coverage
* Ability to travel independently, as needed, for professional events and work tasks
* Ability to interact professionally with diverse clients, staff, community members, civic leaders, first responders and law enforcement
* Strong verbal communication skills
* High level of proficiency in Microsoft Word, Excel, PowerPoint, Outlook and other data management systems
* Ability to prioritize and multitask
* Ability to work a flexible schedule (including holidays), when needed, to support staffing requirements of 24/7 shelter

**Physical Demands and Working Conditions**

This position works in a fast-paced, crisis-oriented environment which can be emotionally taxing. Staff must always remain calm and often must deal with tense situations appropriately and immediately when interacting with clients, staff, community members, law enforcement and first-responders. Much of an Advocate’s time is spent providing face/face and phone-based client services as well as responding to individuals in crisis on hotline calls; time at a computer or performing other duties as needed is expected. The job often requires cleaning shelter rooms and moving personal belongings after a client leaves Turning Pointe. Employees must be able to lift, carry, or otherwise move 15 – 30 pounds. This position also requires being able to sit/stand for hours at a time.

**Required Domestic Violence/Sexual Assault Advocate Core Training (Provided by Turning Pointe post-hiring)**

* Minimum 50 hours of training and education
  1. 30-hour Sexual Assault Core (WCSAP Approved)
  2. 20-hour Domestic Violence Core (WSCADV Approved)
  3. Or similar dual DV/SA Core Training (WCSAP/WSCADV Approved)

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:

*Turning Pointe is an equal opportunity employer committed to workplace diversity. We do not discriminate in employment practices based on age, sex, marital status, sexual orientation, race, creed, color, national origin, citizenship or immigration status, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with disability. (RCW 49.60.200)*