



Job Description

Title: Shelter Manager

Status: Full Time

Summary

The Shelter Manager at the Randolph County Family Crisis Center (RCFCC) is responsible for complying, coordinating, and overseeing all shelter processes which shall be run by and through RCFCC. They provide compassionate services that strengthen the wellbeing and safety of victims of domestic violence, sexual assault, human trafficking, and child maltreatment. They direct information, advocacy, and supportive services that allow individuals and families to make informed decisions. They need to offer client support, advocacy, and intervention to adults affected by domestic violence offenders.

Qualifications

- ☐ Bachelor's degree in human services OR 3 or more years' experience in similar related field preferred
- ☐ Demonstrates crisis-intervention skills as it pertains to domestic violence and sexual assault and an understanding and acceptance of regional psychosocial, cultural, religious, and economic differences
- ☐ Thorough knowledge of Criminal Justice System, agency roles, operations, functions, and resources
- ☐ Articulates ideas clearly (both written and orally), listens accurately, and establishes personal rapport with people from a variety of backgrounds
- ☐ Maintains dignity & self-control in stressful situations
- ☐ Displays thorough understanding of personal strengths & limitations

General Responsibilities

- Complete statistical and grant reporting as needed

- Complete a monthly shelter schedule for coverage of shelter, including any volunteer coverage for staff meetings
- Review, communicate, distribute, and uphold all policies and procedures of the shelter and agency
- Cover the shelter in the absence of shelter staff (can use a volunteer for this)
- Collaborate with program partners

Responsibilities to Staff

- Oversee all shelter activities with staff and volunteers
- Ensure that all shelter staff and volunteers have the necessary training
- Monitor and evaluate performance of staff members including an annual evaluation
- Work with the Program Coordinator and the Victim Services Manager to direct, plan, and coordinate the work of advocates and case managers including training and team building
- Collect and approve all required documentation from staff including time sheets, statistics, time off requests, etc.
- Review, communicate, distribute, and uphold all policies and procedures in the employee handbook and shelter handbook
- Facilitate regular shelter staff meetings
- Uphold all policies and procedures with staff and document any infractions, imposing sanctions as necessary

Responsibilities to Clients

- Maintain regular communication with the Program Coordinator and the Victim Services Manager regarding effectiveness of advocacy and case management and any improvements needed
- Work in tandem with the Victim Services Manager to ensure services are provided and appropriate for all clients. In the absence of the Victim Services Manager, is responsible for the supervision of case managers and advocates and daily operations of advocacy centers.
- Coordinate the delivery of client services by regularly monitoring and assessing them
- Conduct monthly audits on client files to ensure accurate documentation as well as ensure they are within compliance of agency policies and state regulations
- On the last day of the month, turn in data to the Administrative Assistant at the RCFCC office
- Monitor and deliver services by planning, organizing, administering, and monitoring current programs and identifying new service areas
- Avoid duplication of services by coordinating and integrating with other RCFCC agency services
- Provide as needed crisis intervention services and advocacy on behalf of victims and their families and backup coverage for crisis calls
- Facilitate groups as necessary

Responsibilities to the Agency

- Collaborate with program partners, including government fiscal agencies, to ensure proper management control
- Make recommendations and assist with the training of various community groups/agencies as well as RCFCC staff and volunteers
- Maintain harmonious working and collaborative programming relationships with various sponsoring and advisory groups and other related service agencies
- Play an active role in raising the visibility of programs, connecting them to the larger community, and using those linkages to increase the level of community resources (financial, volunteer, tangible, and in-kind) which benefit RCFCC programs
- Establish program goals, ensure compliance as related to all programs as well as policies and procedures including but not limited to local, state, and federal guidelines
- Assure quality service by being knowledgeable of and enforcing rules, regulations, legal requirements, and maintaining documentation necessary for programming and accountability, and by evaluating program effectiveness
- Promote a positive image of RCFCC by ensuring understanding of program services available, publicizing activities and accomplishments, and conducting oneself according to a professional code of ethics

Shelter Maintenance

- Perform shelter maintenance checks and report maintenance issues to the Program Coordinator
- Communicate with vendors/repair service people as needed
- As residents leave, clean rooms for the next client
- Maintain an inventory spreadsheet of items
- Maintain adequate supply of all inventoried items
- Communicate needs before shelter runs out of items
- Always ensure the security and safety of all residents
- Check storm windows periodically (they should remain closed)

Expected Hours of Work: Flexible schedule of work including evening, nights, and weekends.

Work Environment and Physical Requirements:

- ☐ Maintains physical condition appropriate to the performance of assigned duties and responsibilities, which may include the following: walking, bending, stretching, lifting, standing or sitting for extended periods of time, operating assigned equipment.
- ☐ Ability to work flexible/overtime hours, as needed.
- ☐ Requires valid NC driver's license and ability to travel between various agency sites and community resources.

Equal Employment Opportunity

Randolph County Family Crisis Center, Inc. provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

Americans with Disabilities Act

Applicants as well as employees who are or become disabled must be able to perform the essential duties and responsibilities either unaided or with reasonable accommodation. Randolph County Family Crisis Center, Inc. shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

Job Responsibilities

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential responsibilities of the job and should not be considered a detailed description of all the work requirements of the position. Randolph County Family Crisis Center, Inc. reserves the right to revise the job duties and responsibilities at any time with or without notice, based on the needs of the organization.