



Mission: *To offer resources for building health relationships and to work with community partners to provide services for healing the effects of interpersonal violence.*

Vision: *A community unified in peace and justice for the safety and well-being of every individual.*

TITLE: Shelter Manager

GENERAL DESCRIPTION: Join a passionate, dynamic team dedicated to eliminating all forms of power-based personal violence, promoting peace, justice, freedom, and dignity for all. The ideal candidate is a warm, self-starter deeply committed to providing services from a strengths-based, social justice and anti-oppression framework.

JOB DESCRIPTION: Under the supervision of the Program Director and within the scope of the agency's goals and objectives, the Shelter Manager is responsible for the day to day operations, management and supervision of the agency's emergency shelter and housing program. Shelter and housing services are available to clients whose housing need is related to Domestic Violence, Sexual Assault, or Stalking. This position is based at the CBV Shelter and directly supervises Shelter and Housing staff.

SALARY: DOE

SUPERVISOR: Program Director

STATUS: Full-time, exempt, salaried

BENEFITS: Benefits include paid sick, holidays, vacation, personal flexible PTO, IRA with employer match, medical (health, vision, dental) insurance

QUALIFICATIONS:

- Have a reliable means of transportation, valid driver's license and insurance. Must be willing to provide transportation to clients in personal vehicle.
- Must pass Live Scan.
- Must have a reliable means of mobile communication and cell service or landline at your home.
- Bachelor degree in social services field preferred or equivalent experience.
- Must have Crisis Intervention Training certification with emphasis on power-based personal violence, or be able to successfully complete state required training within 6 months (this training can be provided).
- CPR certification required (this training can be provided).
- Fluency in speaking and writing English; bilingual encouraged to apply.
- Willingness and ability to physically respond to a crisis within 30 minutes.
- Supervisory experience
- Professional experience working with survivors of domestic violence, sexual assault and stalking
- Three years experience in emergency shelter setting

SKILLS AND KNOWLEDGE OF ALL AGENCY POSITIONS:

- Must abide by the Employee Manual and Community Beyond Violence (CBV) Policies and Procedures and adhere to CBV Agency Philosophies, ethical standards, values and mission.
- Open and willing to work through and lead change in the workplace.
- Must embrace principles of trauma informed care and commit to on-going personal growth.
- Adhere to the philosophy that Clients' autonomy should be respected and all participation in services are voluntary.
- On-going training in power-based personal violence and related fields required.
- Handle multiple tasks, manage time, evaluate progress and adjust activities to complete tasks within established time frames and produce high quality work.
- Communicate with the public and community agencies.
- Work both independently, as well as collaboratively with team members.
- Communicate sensitively and without judgment and to abide by agency confidentiality policy.
- Use good judgment to take responsibility for decisions made.
- Be flexible with work hours.
- Possess emotional maturity and stability, and role model non-violent behavior in resolving conflicts and exercise appropriate boundaries.
- Accept and work with people from diverse personal and cultural backgrounds.

DUTIES AND RESPONSIBILITIES:

- Manage all aspects of the emergency residential shelter; including staff supervision and oversight of operations and client services
- Ensure the shelter stays clean, safe and well-maintained. Coordinate necessary repairs and/or maintenance. Maintain open communication with the landlord about any issues that may arise.
- Supervise Shelter Advocates and Housing Team; including training, regular supervisions, performance evaluations, and progressive disciplinary action
- Implement and enforce all shelter and housing program procedures and protocol
- Emergency response to shelter for crises when necessary
- Participate as a member of the agency Leadership Team, including weekly meetings
- Attend staff meetings, training sessions, supervision and other agency meetings as required
- Ensure effective management of grants including meeting project goals and objectives and monitoring program budgets.
- Ensure that weekly house meetings and support groups are available for shelter clients
- Ensure the accurate and timely collection of statistical data, maintaining confidentiality, and in compliance with funding requirements
- Prepare written reports as requested, including monthly report on programs for the Board of Directors
- Ensure issues within the shelter and housing program are addressed within a timely, direct, and respectful manner (Including issues brought up by staff, clients, property managers, shelter landlord, leadership, etc)
- Ensure CBV representation at community meetings and trainings related to Housing and Nevada County CoC, other public meetings and committees as requested
- Oversee referral, screening and intake processes for potential shelter and housing clients
- Regular Meetings with direct reports to go over difficult cases, staffing, challenges and successes including facilitating regular team meetings
- Propose policy, procedures and program changes to ensure agency programs are ultimately successful and creating positive long-term impact on clients
- Actively foster and maintain positive relationships with local community organizations and partners as well as CBV Staff, Board, and volunteers
- Provide presentations to the Crisis Intervention Training class, the public, Board of Directors, and other groups, as requested

- Provide assistance with resolving conflicts within the residential shelter setting and co-living housing clients

CRISIS INTERVENTION: (24 hr Crisis Line and as needed)

- Provide phone and in-person counseling and safety planning services to survivors of interpersonal violence.
- Provide support services to clients, including but not limited to assisting with temporary restraining orders, advocacy, and accompaniment to court, social services, law enforcement, SART exams, resource and referrals, transportation in personal vehicle, and “warm hand offs”.
- Provide coverage for CBV's 24-hour Crisis Line including 24-hour response to emergency calls from law enforcement, hospital or emergency shelter.
- Ensure staff are supporting clients to identify clients' values, needs, goals, and action steps. Provide direct support to clients in the same manner.
- Ensure adequate staff coverage at Emergency Shelter, covering gaps in coverage when necessary
- Work with Volunteer Coordinator to create space for volunteer opportunities at the Emergency Shelter, training and supervising when necessary

PHYSICAL REQUIREMENTS:

This position requires the ability to use both hands in a semi-repetitive motion frequently. The employee sits frequently and stands/walks intermittently. Must be able to lift and carry objects up to 50 lbs. Must be able to sit, stand, walk and otherwise physically function as necessary in an office environment to perform requirements of position. Accommodations can be made for the right candidate.

TO APPLY: Please send a cover letter and resume to hr@cbv.org. Applicants who do not follow instructions will not be considered.

Community Beyond Violence is an Equal Opportunity Employer.

All positions are grant funded and subject to possible funding/position loss.

Elements of this job description will be periodically evaluated and are subject to adjustment by CBV.