

SHELTER DIRECTOR - June 2021

Position Title: Shelter Director

Classification: Nonexempt, Hourly, Full-Time

Reports to: Associate Director

Primary Worksite: Confidential, Orange County

FEARLESS! (formerly known as Safe Homes of Orange County) is a not-for-profit 501(c) (3), which has grown from a grassroots, small group of committed individuals in 1986 to an organization, leader, and resource in the field of intimate partner violence and human trafficking advocacy and services provision. Our many programs include a Family Justice Center, emergency shelter, legal program, anti-trafficking program, individual and group support, advocacy, therapeutic counseling, Risk Reduction Response Programs, systems-based advocacy and collaboration, community education and outreach, throughout Orange and Sullivan Counties.

Role Summary:

The Shelter Director is responsible for the overall day-to-day operation of the agency's emergency shelter facility, where residential services are provided to adults and children impacted by and homeless due to domestic violence.

Responsibilities include overall management of the shelter and supervision of shelter staff to ensure effective and efficient provision of services in a consistent manner with the agency's mission and philosophy.

Duties and Responsibilities (shall include but not be limited to):

Essential Areas of Work

- Oversee all aspects of the residence's operation and ensure high safety standards and compliance with State and local licensing agency regulations and guidelines.
- Develop policies and procedures to ensure quality services for clients and accountability for staff.
- Support the recruitment, interviewing, hiring, and orientation of agency staff, volunteers, and interns.
- Provide training and orientation to all new staff members and periodic refresher trainings as needed.
- Collaborate with management and finance director to prepare grant applications, reports, and program evaluations as per funding requirements.
- Professionally and appropriately represent the agency at assigned meetings.
- Ensure all suspected cases of child abuse and/or neglect are reported in accordance with NYS mandated reporters law.
- Conduct trainings and community presentations as requested.
- Ensure timely and accurate statistical collection, analysis, and reporting for the shelter program as required.
- Review client files and other program documentation to ensure that agency and funding standards are met; assist with maintaining and managing client database program.
- Provide crisis intervention and practical assistance to clients as needed.

Program-Related

- Attend and actively participate in regular supervision with Associate Director.
- Provide regular supervision for assigned staff; ensure opportunities for support, coaching, and mentorship.
- Actively contribute toward and attend program-specific and agency-wide staff/team meetings.
- Attend and actively participate in webinars, in-service trainings, and external trainings, as appropriate.
- Coordinate, plan, and actively participate in awareness month activities and agency events for clients.
- Ensure staffing coverage of the shelter facility and 24-hour crisis hotline during all shifts.
- Provide on-call support to residential staff outside of normal business hours on a rotating schedule. On-call support may be via telephone or in-person.
- Proactively monitor the overall condition of the agency and ensure the maintenance of a clean, welcoming environment for individuals accessing services.
- Attend to the overall maintenance and facility repairs.

Administrative

- Maintain the confidentiality of clients, staff, volunteers, and agency information. Exceptions include information pertaining to child abuse, danger to self or others, or in response to an authorized release of information.

- Adhere to and uphold agency policies and protocols related to the security of electronic client service records.
- Maintain and ensure the highest levels of accuracy in recordkeeping and reporting, ensuring that all client records and documentation work activities are complete and up-to-date.
- Coordinate and compile accurate statistical collection and assigned reporting, including monthly hotlines, Family Justice Center services, national census data, and grant applications.
- Ensure timely response and follow-up to email communication and voicemail messages.
- Assist in writing grant proposals that support existing and expanding shelter programs.

Organizational Relationships

- Contribute toward fostering inclusive and supportive work environments throughout the agency.
- Work closely and collaboratively with Associate Director and other supervisory staff, as appropriate, to understand and accomplish position responsibilities.
- Work closely and collaboratively with agency staff within the Family Justice Center, residential settings, and collocated office spaces.
- Work closely and collaboratively with community partner organizations while supporting client advocacy needs.

Other

- Other duties as assigned by immediate and/or other supervisors.
- Staff members are encouraged to be flexible and responsive to changes in scope of duties.

Work Hours: Full-time, exempt status. Must support staff members throughout all shifts, including weekends and evenings. Flexibility is required given 24/7 staffing requirements. Staff are not permitted to leave until relieved by another staff member.

Requirements:

- 4-year degree and/or experience working with domestic violence victims and/or experience working with individuals in a human services setting and experience working in a residential setting;
- Experience writing grant applications and reports;
- Ability to work in a fast-paced, crisis-oriented environment: assess priorities, take initiative, handle multiple assignments, maintain organization and meet deadlines;
- Possess strong communication skills (both oral and written);
- Ability to maintain effective working relationships with others, communicate as needed and exhibit patience and understanding toward client population being served;
- Experience working with diverse populations and seeks an understanding of cultural differences;
- Understand and work from a feminist philosophy of empowerment, and supports SHOC mission;
- Display commitment to ending violence against women and children and a commitment to social change through active participation in working towards ending racism, classism, sexism, ageism, homophobia, ableism, and all forms of oppression; demonstrate a willingness to gain understanding of issues of oppression, battering, and sexual assault;
- Model and uphold appropriate boundaries in work with clients, co-workers, supervisor, and community;
- Ability to lift to 50 pounds, navigate stairs, and periods of sitting, standing, and walking required;
- Experience with Microsoft Word and Excel is preferred;
- A valid, insurable driver's license and transportation is required;
- Spanish language skills a plus.

Desired: Bilingual/bicultural candidates strongly encouraged to apply.

Conditions of Employment: All jobs contingent upon successful completion of certain background checks which, unless prohibited by applicable law, may include criminal history, employment verification, education verification, DMV checks (for driving positions), State Central Registry, State Exclusion List, and fingerprinting.

NO PHONE CALLS, PLEASE.

Applicants may email, mail, or fax resume **with** cover letter, describing your interest in this position.

Subject line must read: Shelter Director

Email: jobs@fearlesshv.org

Fearless! Hudson Valley is an equal opportunity employer committed to a diverse, culturally inclusive work environment and prohibits discrimination due to race, color, age, religion, sex, sexual orientation, gender and identity, disability, and national origin in employment and delivery of services. All are encouraged to apply.

This description reflects the principal functions of the job for the purpose of job evaluation. It should not be construed as a detailed description of all work requirements of the job nor shall be construed as giving exclusive responsibility for every function described.