

**POSITION:** Shelter Manager (Southeast)  
**DEPARTMENT:** Shelter Services **Status:** Exempt  
**REPORTS TO:** Residential Director **Hours:** 35/week

**SCOPE OF WORK:** Provide program management and supervision to ensure the safe and effective operation of a shelter that serves individuals and families impacted by domestic and sexual violence. **It is expected that the Shelter Manager’s job performance will incorporate the practice and promotion of New Hope’s core values, which include respect, teamwork, empowerment, and professionalism.**

**PRIMARY DUTIES:**

- Oversee a shelter program that is trauma-informed and based on the empowerment model, and ensure that all practices are in line with this model.
- In conjunction with counseling staff, develop and implement programs, including structured activities and groups for clients that will promote life skills and a deeper understanding of domestic violence.
- Create and implement procedures that balance program safety with client autonomy, train staff in how to best apply those procedures and engage in ongoing analysis of the effectiveness of these procedures
- Facilitate weekly casework meetings and provide regular administrative and programmatic supervision to Shelter Caseworkers, interns and volunteers.
- Attend and co-facilitate all shelter staff meetings.
- Supervise the maintenance of all shelter programs’ documentation including client data and all reports required by all funding sources.
- Participate in the development and management of grants and state contracts to support these services, including preparation of on-going monitoring reports.
- Assure comprehensive client services that attend to both the advocacy and counseling needs of clients.
- Work closely with SC Program Manager, insuring consistency among services provided and teamwork to meet program goals.
- Work collaboratively with housing programs, homeless shelters, domestic violence programs, DTA and DCF, regional United Way Programs, police departments and other agencies identified as providing services to victims of domestic violence and their children to identify the service population targeted under the programs
- Represent agency at various local, regional, statewide, and coalition meetings.
- Participate in program on-call responsibilities, and be available to staff for assistance in handling problem situations.
- Provide shift coverage at shelter when necessary.
- Performs other various tasks as requested by Senior Management

**EDUCATION AND EXPERIENCE**

- B.A. or B.S. in Human Services or related field or equivalent experience (Master’s Degree preferred)
- Experience with sexual assault and domestic violence issues and sensitivity to multicultural issues
- Some residential management background
- Bi-lingual preferred

It is the policy of New Hope to provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, New Hope will provide reasonable accommodations for qualified individuals with disabilities.

New Hope’s goal is to increase representation of women, people of color, veterans and individuals with disabilities. Our programs are designed to comply with all applicable federal, state and local laws, directives and regulations and cover all human resource actions including employment, compensation, benefits, training, education, tuition aid, transfers, promotions and social/recreational programs.