

**POSITION:** Shelter Manager  
**DEPARTMENT:** Shelter Services  
**REPORTS TO:** Residential Director

**Status:** Exempt  
**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:**

- In collaboration with the Residential Director oversee shelter program (SC and SE shelters) that is trauma-informed and based on the empowerment model, and ensure that all practices are in line with this model.
- Supervise and oversee all Shelter Relief part time staff.
- Provide daily management coverage at both shelters (in coordination with Residential Director).
- Assist with the monthly staff schedule including full and part time shelter staff.
- In conjunction with counseling staff, develop and implement programs, activities and groups for clients that will promote life skills and a deeper understanding of domestic violence.
- Ensure services are trauma-informed and based on the empowerment model.
- 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.
- Attend and co-facilitate all shelter staff meetings.
- Coordinate the BJ's shopping for essential shelter needs.
- Supervise the maintenance of all shelter programs' documentation.
- Assure comprehensive client services advocacy and counseling needs of clients.
- In collaboration with the Residential Director work closely ensuring consistency with services provided and teamwork.
- In conjunction with the Residential Director 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
- At Residential Director's direction represent agency at various local, regional, statewide, and coalition meetings.
- Participate in program on-call responsibilities, and be available to staff for assistance.
- Provide shift coverage at shelter when necessary.
- Responsible for overseeing shelter staff Hotline advocacy and coverage responsibilities including documentation and data entry. Assist with hotline as needed.
- Performs other various tasks as requested by the Residential Director.

#### **EDUCATION AND EXPERIENCE**

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

At New Hope we celebrate diversity and are committed to creating an inclusive environment for all employees. We strive to provide equal employment opportunity 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 living with disabilities.

New Hope's goal is to increase representation of women, people of color, LGBTQIA, veterans and persons living 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.

