

# Friends of the Family Job Description

**Job Title:** Shelter Services Manager

**Reports To:** Director of Operations

**Position Status:** Full-time Salaried Position

**Job Summary:** Provide leadership and oversight to Friends of the Family's Emergency Shelter services and staff in a manner that will ensure the highest level of victim services and program accountability while empowering a positive work environment. Establish and maintain a network of collaborative partnerships with service related entities to facilitate optimum victim access to needed services.

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## **Crisis Services Functions:**

1. Exhibit a belief in non-violence and a willingness to advocate on behalf of victims and their families/dependents who are affected by rape, sexual assault, domestic violence, human trafficking, and other types of violent crime in a non-discriminating manner.
2. Uphold the belief that quality client services are the top priority.
3. Serve on FOF leadership team.
4. Maintain current understanding and knowledge of victimization/violence issues including Iowa Code providing comprehensive support and advocacy services to the fullest extent of the law.
5. Provide emotional support and advocacy to victims of violence which may include, but is not limited to, crisis counseling, information/referrals, follow-up and client transportation.
6. Comply with state advocacy training/certification requirements as well as confidentiality as defined by Iowa Code and state coalitions. Achieve and maintain required certification.
7. Oversee on-call rotation and back up coverage.
8. Work with Victim Services Team to assure shelter coverage which requires maintaining a flexible work schedule to meet victims' and shelter needs.
9. Assist in developing and coordinating victim services to reach unserved, under-served and inadequately served groups within the FOF service area, including elderly, disabled, immigrant, LGBTQ, and isolated people.
10. Promote a healthy work environment.
11. Establish working relationships with area professionals, service providers and the community at-large focusing on domestic violence and sexual assault while promoting a positive reputation of FOF.
12. Attend and participate in FOF staff meetings as scheduled.
13. Maintain up to date familiarity with agency policy and procedures in order to exercise good judgment in various situations.
14. Comply with agency policies and procedures.
15. Maintain accurate data and submit reports, including statistical data, as required.
16. Assist the agency in providing public education and training regarding issues of domestic violence, sexual assault and other types of violent crime. Provide presentations to community groups as requested by administration.
17. Assist with training sessions for volunteers and employees.
18. Help maintain shelter order, cleanliness, and room readiness for incoming shelter guests.
19. Perform other work assignments as requested/needed.

## **Duties Specific to Shelter Services Manager**

1. Oversee daily operations of emergency sheltering services for victims of violence. Emergency sheltering services include but are not limited to:
  - a. Friends House in Waverly
  - b. Scattered hotel/motel voucher program
  - c. Safe Room located at Waypoint in Cedar Rapids
  - d. YWCA Shelter Program in Dubuque
  - e. Scattered volunteer-run Safe Homes
2. Understand, align with and practice under the following philosophies/models: Housing First Model, Trauma-Informed Care, Client-Centered Approach, Harm Reduction, and Low-Barrier Shelter.
3. Maintain the Friends House shelter.
  - a. Organize, procure and coordinate donations for all shelter needs, i.e. clothes, food, etc.

- b. Ensure that the shelter facility is running properly, i.e. furnace, air conditioning, cleanliness, needed repairs are noted and taken care of.
- 4. Provide leadership and supervision to all FOF victim services advocates. Conduct shelter advocate and night advocate meetings, complete evaluations and coordinate training opportunities.
- 5. Work collaboratively within FOF's hiring process to recruit, interview, and screen full-time advocates.
- 6. Provide case management/advocacy training to program staff with emphasis on goal planning, advocacy for clients, adequate referral and resource information and effective individual counseling with victims of violence.
- 7. Monitor hotline calls for quality and effectiveness. Provide critical feedback to staff regarding the strengths and areas to improve response where indicated.
- 8. Provide training for documentation in client file. Develop and sustain a system for the regular review of client files for appropriateness and completion at closing. Assure the completion of client intake and exit paperwork for Friends House shelter guests.
- 9. Develop training/program policies for any new victim services day staff/volunteers: orientation, files, shelter 101, program policy, on-call, shadowing, succession planning, and record/statistics keeping.
- 10. Coordinate the purchase of bus tickets to relocate emergency sheltered clients to their safe community of choice./cabs/transportation
- 11. Develop on-call trainings/policies to make sure it is most effective for staff.
- 12. Conduct safety checks and adhere to all safety policies for the safest shelter experience.
- 13. Provide direct client advocacy counseling and referral services as needed.
- 14. Represent FOF at community and other program development meetings as requested.
- 15. Provide presentations to community groups desiring to learn more about FOF programs and services.
- 16. Assist in the development of and writing grant requests to support the on-going services of FOF.
- 17. Provide pre-approval oversight for program expenditures related to participant needs and supportive services as requested by program staff. Submit pre-approval of expenditures to Executive Director for processing.
- 18. Collect, analyze, and provide accurate data, outcomes, and reports to Director of Operations and other parties as requested.
- 19. Coordinate implementation of process for follow-up calls and appointments after exiting shelter.
- 20. Meet with victim services staff on a regular basis to set goals and follow-up for future employee development.
- 21. Ensure sound conflict resolution policies, personnel policies, and FOF grievance procedure policies.
- 22. Monitor and ensure shelter advocate's periodic need to access support and self-care.
- 23. Oversee awareness month activities. Work with assigned staff on development of activities for awareness months/days.
- 24. Work collaboratively with Outreach Services Manager to ensure streamlined and quality service for victims moving from shelter in to housing programming.
- 25. Perform other work duties as required.

**Position Qualifications:**

- 1. Bachelor Degree in social work, related field **OR** combination of equivalent education and experience.
- 2. Previous experience in crisis counseling, networking, advocacy, and crisis intervention skills preferred.
- 3. Must demonstrate ability to organize, prioritize and plan work to meet deadlines; behavior management techniques, confidentiality and observation/recording techniques.
- 4. Ability to complete mandatory training to qualify as a victim advocate within 30 days of employment.
- 5. Ability to travel throughout the 14- county service area to provide in-person advocacy services and to other locations within the state as necessary for training purposes.
- 6. Ability to pass law enforcement screening and possess clean personal history regarding child endangerment.

**Employee Signature:**

I have reviewed all the information contained in this job description and agree that it is accurate and I am physically able to perform the duties.

I acknowledge that the contents of this job description are not to be construed, in part or in whole, as a guarantee of employment. I understand that Iowa is an at-will employer, and therefore, my employment is at the will of myself, the employee, and Cedar Valley Friends of the Family.

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Signature

\_\_\_\_\_  
Date

**Shelter Services Manager**

Shelter Services Manager  
2016

<b>Crisis Services</b>
<b>100%</b>