



Job Posting

2532 N 4th St #506
Flagstaff, AZ 86004
www.northlandfamily.org

Date: February 27, 2021
Position: Domestic Violence Shelter Manager
Department: Domestic Violence Shelter
Status: Full Time, Salary Position, Exempt, Benefits Eligible
Salary: \$42,000/year – eligible for 3% annual increase pending funding availability
Closing Date: When Filled - Position is available as of this post date
Benefits: Health care benefits eligible. Paid initial training. Continued learning environment. 9 paid holidays; 1 birthday holiday; 1 floating holiday. Paid Time Off accrued on hours worked. 403b retirement plan option.
Funds: Subject to Fund Availability

POSITION SUMMARY: Responsible for supervision, scheduling, and training of staff and interns in delivery of program services to clients of Northland Family Help Center's Domestic Violence Shelter. Responsible for overseeing DVS compliance with NFHC Policy and Procedures, Arizona Coalition to End Sexual and Domestic Violence (ACESDV) Service Standards, and contract/funder requirements.

ESSENTIAL FUNCTIONS / RESPONSIBILITIES

- Provide direct supervision on an individual and/or group basis to Case Manager, Advocates, and Interns in accordance with NFHC Policy and Procedures, ACESDV Service Standards, and shelter contracts
- Provide and oversee initial training of DVS new hires and interns
- Identify areas of additional training for DVS staff and create plans for training
- Collaborate with NFHC Counselors to provide ongoing staff training in delivery of trauma informed services
- Facilitate weekly Staff Meetings
- Participate in weekly Clinical Meetings and team leadership with DVS Case Manager and NFHC Counseling staff
- Provide support and resources for client individual and group needs, including crisis management and mediation
- Assist clients to meet program guidelines while promoting a trauma informed environment
- Provide scheduling and management of shift coverage and an on-call schedule to ensure 24-hour staffing
- Provide on-call response on a rotating basis with other members of staff
- Oversee coordination and delivery of client educational groups
- Review phone intakes for shelter to victims of DV, sexual assault, and/or human trafficking per funding and emergency shelter guidelines
- Facilitate weekly client House Meetings, or assign and prepare meeting for staff to facilitate when needed
- Review, approve, and submit time sheets for assigned staff on a timely basis
- Assist with interviews and hiring of DV Shelter staff and interns
- Oversee completion of assigned monthly and quarterly reports
- Review and update shelter resources, program forms, and client forms as needed
- Review DVS staff documentation to ensure accuracy with funding requirements and agency standards, including shelter logs, data entry, progress notes and client intake/exit paperwork.
- Participate in development of program, including activities, policies and procedures, staff responsibilities
- Participate in supervision meetings with NFHC Directors
- Provide information and referrals to clients and the community regarding NFHC services and community resources
- Oversee completion of weekly grocery and food bank shopping
- Oversee house management (cleaning, organizing, maintaining housekeeping, etc.) and maintain contact with Facility Director to ensure facilities are safe, secure, clean and in good repair
- Ability and willingness to provide First Aid and/or CPR to clients and/or staff members if necessary
- Attend any other meeting(s) as requested and/or required
- Other duties as may be assigned

KNOWLEDGE, SKILLS AND ABILITIES – The DV Shelter Manager must possess the skills and knowledge necessary to:

- Protect client rights and provide services that promote client dignity, independence, individuality, strengths, privacy, and choice. Protect and maintain confidentiality of client records and information.
- Recognize trauma response symptoms
- Meet unique needs of the client populations served by NFHC, such as individuals who may be victims of domestic violence, family violence, sexual assault, and human trafficking.
- Recognize and respect cultural differences
- Recognize, prevent, and respond to situations in which a client or person may be a danger to self or others, behaves in a harmful manner, may be experiencing a crisis, may be experiencing medical emergency
- Record and document client information
- Consistently demonstrate positive leadership and an appropriate role model for clients and staff that embody NFHC Mission, Philosophy, and Values, including empowerment and respect for all staff and clients
- Demonstrate assertive, respectful, and effective conflict resolution skills with clients and staff
- Display sound decision-making skills, problem analysis skills, and critical thinking
- Demonstrate ethical behavior; understand and implement values, principles, and ethics of social services practice
- Ability to model positive attitude, and healthy interpersonal boundaries with clients and staff
- Recognize and respond to a fire, disaster, hazard, and medical emergency
- General understanding of contracts and grants funding the DV Shelter
- Provide activities and services as identified in this Job Description and NFHC's policies and procedures
- Ability to understand and implement verbal and written instructions; strong oral and written communication skills.
- Ability to meet deadlines
- Basic computer skills and experience with word processing programs.

MINIMUM QUALIFICATIONS

- Bachelor's Degree in a field related to Human Services
- At least 1 year work experience in Human Services or related field
- Any equivalent combination of experience, training and/or education approved by Executive Director
- Must be at least 21 years of age

PREFERRED QUALIFICATIONS

- Master's Degree in Psychology, Sociology, Social Work, or Human Services related field
- At least one-year supervisory experience in social services
- Any equivalent combination of experience, training and/or education approved by Executive Director

REQUIRED CERTIFICATIONS (can be obtained upon hire)

- Valid Arizona Driver's License
- Proof of Auto Insurance
- Successful annual TB Test
- Adult, Child and Infant CPR and First Aid
- Fingerprint Clearance Card
- Any other certification or acknowledgment as may be required by NFHC or its funders

WORKING CONDITIONS / PHYSICAL REQUIREMENTS

- Position requires periods of desk time, as well as periods of mobility
- Position requires the ability to keep pace with clients (Children ages birth to 18, and/or adults)
- Position may require lifting/carrying up to 50 lbs
- Position may require kneeling, reaching, and stooping
- Position requires fluent and effective communication skills with diverse age groups and populations

REPORTS TO:

- Executive Director

This job description is intended to describe the general nature and level of work being performed. This job description is not intended, nor shall it be construed as, a contract of or for employment, nor is it an exhaustive list of all responsibilities, duties and skills required of staff so classified. Northland Family Help Center reserves the right to amend this job description at any time, with or without prior notice.