

## SAFE SHELTER MANAGER

### WHO WE ARE -

Since 1903, YWCA Spokane has been helping women and children overcome social, economic, and personal barriers in order to accomplish their goals and achieve healthier and more fulfilling lives.

Today, areas of focus include supporting victims of intimate partner domestic violence, promoting early childhood education, and fostering the economic advancement of women. In addition to providing free, confidential, and trauma-informed programs and services to approximately 15,000 in and around Spokane, YWCA is focused on breaking generational cycles of violence and confronting racial and social justice issues impacting our clients and our community.

Please visit [ywcaspokane.org/about/our-impact/](http://ywcaspokane.org/about/our-impact/) to learn more.

### BENEFITS OF BEING A YWCA SPOKANE TEAM MEMBER –

#### **Compensation for this role:**

Starting Pay: \$65,000- \$70,000 annually

Position Status: Full-time, exempt, salaried position

Schedule: Monday – Friday 9:00am-5:00pm, plus some evenings and weekends

The YWCA Spokane offers a competitive benefits\* package including;

- Medical, dental and vision insurance
- 11 Paid Holidays
- Paid Time Off (accessible at time of hire)
- Ongoing training and development
- Flexible Spending & Dependent Care Account Options
- Employer Paid Life Insurance
- Employee Assistance Program
- Employer funded retirement plan & 401K options
- 50% off YMCA Membership

*\*Benefit eligibility dependent upon employment status.*

### WHAT WE ARE LOOKING FOR –

Someone to provide and maintain a supportive, safe, trauma informed setting for the YWCA's Safe Shelters. This position is accountable for managing the shelter staff and operations to assure the mission of the housing program is consistently met on a daily basis.

### WHAT YOU'LL BE DOING –

This position's primary responsibilities include;

- Assure that the YWCA safe shelters are victim and family centered by conducting annual self-assessments of client services, policies and procedures
- Work with the Director of Housing in the fiscal management of the shelter program to include; reviewing the annual budget and monitoring spending, writing purchase orders, in-kind gift cards, and maintaining spending within the budget allowances.
- Monitor grant compliance and reporting requirements as it pertains to the day to day work of the shelter program.

- Communicate housing program current and future plans, with the Director of Housing, along with possible funding needs.
- Provide leadership and supervision to staff, volunteers and interns of the shelter program to include; interviews, candidate selection, monthly and as needed check in's, performance evaluation, and disciplinary actions when required and in collaboration with the Director of Housing.
- Create and monitor monthly schedule making adjustments as needed to meet the needs of the team and ensuring that the shelter has adequate 24/7 scheduling.
- Work with the shelter coordinator to ensure that data entry is being accurately completed on a monthly basis.
- Ensure that shelter activities are being conducted, such as, support group, house meeting, appropriate holiday events and shelter activities. This should be coordinated with the shelter coordinator or senior advocate as appropriate.
- Responsible for the physical maintenance, safety and security of the safe shelters; assuring they are clean, welcoming, safe and fully stocked to meet the needs of the clients and their families.
- Ensure annual HQS inspection, fire system inspection, and annual maintenance inspections are completed with coordination with the facilities maintenance person.
- Responsible for coordinating with the senior advocate on purchasing and keeping an inventory of supplies and food.
- Check all POs requested by the shelter team and verify with YWCA procedures for processing.
- Co-facilitate weekly housing team meetings, focusing on the steps needed to achieve the annual goals set for the shelter and its continuous improvement plan.
- Oversee OVW partnership with transitions which include; annual domestic violence training, coordinate maintaining waitlists for TH partnership, ensure that active participants are receiving adequate support, resources and referrals from the housing team.
- Oversee our after-care program called CHOICES. Ensure that the policies and procedures of the program are running smoothly and effectively and meeting the needs of the team and our participants. This is a fairly new program that is in a discovery phase.
- Ensure that the shelter has at least 4 on-call staff members. If there are not 4 on-call staff members, then the shelter manager includes themselves in the rotation. On-call must be available 24/7 during their assigned shift to provide support to shelter advocates and respond in the event of an emergency or an unfilled shift. On-call time is compensated with a weekly stipend.
- Ensure that client files are being maintained in accordance with housing policies and procedures in a confidential and safe place. Oversee the purging of files and logs based on the records retention schedule.
- Monitors and facilitates appropriate systems for record keeping and accurate reporting of program statistics. Provides the Director of Housing with reports as specified.
- Conducts surveys and studies as directed by the Director of Housing, including domestic violence surveys, one day homeless counts, and others. Remind staff to encourage clients to fill out shelter surveys.
- Assists shelter participants with being the first contact with the formal grievance process.
- Maintain policy and procedure manual for the programs, as approved by the Director of Housing.

- Serve as a member of the YWCA Management Team, contributing to the overall program planning and evaluation, attend monthly YWCA expanded team meetings.
- Represents YWCA at the homeless coalition meetings; attends other meetings and gives presentations in the community which relate to housing needs and goals.
- Assists the Director of Housing with systems advocacy with housing programs and other community partners.

### **WHAT YOU WILL BRING TO THE POSITION -**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### ***Education/Experience:***

- Bachelor's degree in social science or related field and one (1) years of supervisory experience or equivalent combination of education and experience required.
- At least 2 years of experience in the Domestic Violence advocacy field is preferred.
- A minimum of 50 hours of Domestic Violence training within the last three years prior to applying preferred.
- Must maintain 20 hours of ongoing training on domestic violence issues annually.
- YWCA Spokane values a diverse workplace and strongly encourages women, people of color, LGBT individuals, people with disabilities, members of ethnic minorities, foreign-born residents, veterans, and survivors of domestic violence to apply.

#### ***Competencies:***

- Demonstrates understanding and acceptance of mission, values, goals, and objectives of YWCA and its programs.
- Works and interacts effectively with colleagues, administrators, clients and community partners; contributing to and fostering a climate of mutual understanding and appreciation.
- Promotes the welfare and best interests of our clients and team members at all times.
- Able to work independently in an efficient and productive manner.
- Models professional decorum and mutual respect in all interactions.
- Demonstrates reliability and continuous improvement.

### **HOW TO APPLY**

Please apply by submitting your **RESUME** and a **COVER LETTER** to [ywca\\_housing@ywcaspokane.org](mailto:ywca_housing@ywcaspokane.org)

*\*Applications that do not include both a resume and cover letter may not be accepted.*

*YWCA of Spokane is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status or any other characteristic protected by law.*