

**Family Crisis Center of East Texas**  
*(Women's Shelter of East Texas, Inc.)*  
**Job Description**

Job Title: Shelter Manager  
Dept./Program: Shelter/Outreach – Victim Assistance Program  
Reports to: Program Director  
FLSA Status: Non-Exempt  
Approved by: Executive Director  
Approval Date: August 2018

**POSITION SUMMARY:**

Maintains overall responsibility and supervision of shelter services

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

Provide staff leadership including assessment of residential program needs to enhance and improve service delivery.

Coordinate/provide training for victim service staff and arrange for on-going staff training for professional development and compliance with grant guidelines.

Coordinate victim service staff coverage in shelter.

Conduct meetings and staffings related to delivery of client services.

Ensure staff casework and documentation is completed accurately and timely in compliance with agency policy.

Provide guidance and direction for case management.

Conduct staff performance evaluations per agency policy.

Provides and ensures that shelter staff provides “Resident Orientation” orally and in writing within 16 hours, for clients entering the Shelter. Ensures documentation of resident orientation.

Coordinates data and assists with reports for grant purposes, as needed.

Provides hotline and advocacy services to shelter clients.

Makes referrals for advocacy services, housing and self-sufficiency opportunities, and counseling for clients.

Makes referrals to advocates based on client's needs.

Attends client entrance interviews for Transitional Housing.

Monitors compliance with health and safety standards to maintain residential housing in compliance with city and grant regulations.

Performs routine shelter inspections/walk-through for maintenance, compliance, and to ensure that shift procedures are completed.

Assist with file and program monitoring.

Assists and maintains compliance with HHSC Family Violence Program guidelines for shelters.

Record timely and appropriate documentation in client files to reflect delivery of services.

Coordinates “food bank” program and related reports.

Coordinates “foster grandparent program” and related reports.

Manages shelter related donations.

In accordance with the philosophy of the agency, may be required to carry out or assist with other tasks in addition to the duties listed above.

**MISCELLANEOUS:**

Attends and participates in agency staff meetings and other agency functions as directed by Supervisor and/or Executive Director.

Attends conferences as directed by Supervisor and/or Executive Director.

Other duties as assigned by Supervisor and/or Executive Director.

Believes in, promotes and acts in accordance with the agency's mission and goals.

This position is funded by a grant and is subject to elimination if the grant funding ends.

**SUPERVISORY RESPONSIBILITIES:**

This position is responsible for the supervision of the victim service staff in the agency's emergency shelter, including all Crisis Workers and Transportation Specialists.

**QUALIFICATIONS:**

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 ability required. Reasonable accommodations may be made to aid individuals with disabilities to perform the essential functions.

**EDUCATION, TRAINING AND/OR EXPERIENCE:**

Bachelors degree with a minimum of two (2) years work or volunteer experience in victim assistance services preferred, or, Associates degree in social services field with four (4) years work or volunteer experience in victim assistance services, or, high school diploma with a minimum of ten (10) years work or volunteer experience in victim assistance services preferred. Experience and knowledge of family violence theory preferred.

**LANGUAGE SKILLS:**

Ability to read and interpret documents such as policies and procedures of agency and VOCA Grant. Ability to write accurate and precise reports and correspondence. Ability to communicate on a consistent basis in a helpful and courteous manner. Ability to speak effectively before groups and clients.

**MATHEMATICAL SKILLS:**

Ability to work with mathematical concepts such as addition, subtraction, multiplication and division, as it applies to practical situations.

**REASONING ABILITY:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to organize workloads and set priorities to carry out assigned tasks in a timely manner. Ability to manage multiple duties. Ability to demonstrate discretion and common sense.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

Must have and maintain a valid Class C Texas Driver's License and proof of current insurance. Must have and maintain an acceptable criminal record check.

**PHYSICAL DEMANDS:**

This job requires frequent sitting, walking and standing. Frequent telephone contact. Frequent local travel. Occasional reaching, lifting up to 20 lbs. Reasonable accommodations may be made to aide individuals with disabilities to perform the essential functions. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to aide individuals with disabilities to perform the essential functions. Frequent exposure to communicable diseases. Frequent exposure to clients with addictions or psychiatric disorders. Occasional exposure to irritating or caustic substances (i.e. cleaning fluids, bleach).

SIGNATURE BLOCKS	
I acknowledge receipt of the above Job Description	
_____	_____
Employee	Date
I have reviewed the Job Description with the employee	
_____	_____
Supervisor	Date