

If interested in being considered for this position, please submit your resume and cover letter to Shelter Manager, Molly Smith, msmith@safehavenshelter.org and Executive Director, Brittany Robb, brobb@safehavenshelter.org



Shelter Advocacy Supervisor

Full Time

Salary commensurate with experience.

Position Summary

The Shelter Advocacy Supervisor is part of a two-person team dually responsible for the day-to-day operation of Safe Haven's 39-bed residential unit (shelter) and 24-hour domestic violence hotline, scheduling, supervising, and mentoring Safe Haven's Shelter Advocacy staff, and ensuring the Shelter operates efficiently and safely with a sense of urgency in attention to all matters.

Essential Functions, Duties and Responsibilities

As a member of Safe Haven's Leadership staff, the responsibilities identified below are not comprehensive. The Shelter Advocacy Supervisors will also be responsible for all other duties as assigned.

Shelter Advocacy Staff Oversight and Support

- Provide direct supervision of Shelter Advocacy staff including Women's and Children's Advocates, and Client Coordination Advocates.
- Answer phone calls on an around-the-clock basis to ensure the Shelter Advocacy staff are supported in their ability to provide service to all clients.
- Ensure the Shelter is adequately staffed prioritizing the safety of all staff and survivors on a 24/7/365 basis with a minimum of two employees scheduled at a time, including personally filling in on short notice for any shift that may need additional support including weekends and overnights.
- Plan for and facilitate weekly Shelter Advocacy staff meetings.
- Assist Shelter Advocacy staff in supporting trauma-informed outcomes for survivors in all situations ranging from around-the-clock emergency response to on-going case management.
- Respond, in-person, to escalated situations, crises, emergencies and other incidents in which the safety and/or well-being of shelter guests, Advocacy staff or others is at risk.
- Maintain consistent hours in main staff office for day-to-day support, and ensure an open door policy while working in private office to ensure accessibility for Shelter Advocacy staff and clients alike.

Record Keeping and Reporting

- Ensure the thorough, accurate completion of all written and electronic client paperwork including Hotline Call Questionnaires, Intake & Departure documentation, etc. on a daily basis.
- Provide monthly reports to the Shelter Program Manager, and all other reports as assigned.
- Monitor appropriate time keeping on an ongoing basis by Shelter Advocacy staff, and participate in approving time sheets biweekly.
- Follow up with all incidents, emergency situations, and crises with thorough written reports.
- Ensure copies of blank paper files, paperwork, packets, charts, etc. are neat, organized, legible and well-stocked for ease of access and use by Shelter Advocacy staff at all times.
- Maintain up-to-date bulletin boards and postings in designated areas of the shelter on an ongoing basis.

Facilitation of Shelter Program

- Appropriately utilize shelter bed space to its fullest capacity at all times.
- Personally conduct shelter orientation for all new shelter guests.
- Develop, coordinate and facilitate support-style groups for shelter guests.

- 🔥 Lead monthly 'Guest Council' meetings for continued program quality assessment.
- 🔥 Mediate and resolve client complaints and grievances.
- 🔥 Monitor and attend to the needs of shelter guests on a daily basis (ie., supply requests, dietary accommodations, grocery runs, weekly milk pick-up, monthly food order delivery coordination, etc.)
- 🔥 In partnership with co-Supervisor and under the direction of Shelter Manager, support the facilitation of the Self-Sufficiency Program Expansion Project.

Health and Safety Standards

- 🔥 Obtain ServSafe Certification and MN Food Manager's Licensure upon hire, and uphold all of the requirements of certification and licensure on an ongoing basis.
- 🔥 In partnership with co-Supervisor and Shelter Manager, maintain passable MN Department of Health Board and Lodge habitability standards within the shelter at all times including cleanliness of the facility on a daily basis and all safe food handling process and procedures including proper storage and rotation of refrigerated/frozen, and shelf-stable items.
- 🔥 Maintain appropriate COVID-19 health and safety protocol, and respond to evolving recommendations from authorities on pandemic response in congregate settings.

Communication and Ongoing Professional Development

- 🔥 Ensure timely, effective and efficient communication with Co-Supervisor and Shelter Manager to ensure all client needs are met on a continual basis: there is no lapse in meeting the critical requests for health or comfort if they are able to be filled by Safe Haven.
- 🔥 Attend trainings (in-person, webinar, or recorded) as directed or permitted by Shelter Manager

Human Resource Management

- 🔥 Assist Safe Haven's Leadership Team in Human Resource Management agency-wide.
- 🔥 In partnership with co-Supervisor and Shelter Programs Manager:
 - Recruit, hire, evaluate and retain Shelter Advocacy staff.
 - Provide and maintain up-to-date on-boarding, orientation and training program that includes no fewer than twenty in-person contact hours with all new staff.
 - Develop relevant, consistent, trauma-informed programming for survivors who reside at Safe Haven Shelter.
 - Establish adequate and appropriate shelter programming, policies and procedures for survivors residing at Safe Haven.
 - Work with Shelter Advocacy staff to develop new and innovative ways to engage with shelter residents.
 - Unite Shelter Advocacy staff around Safe Haven's mission, core values and programmatic goals.

Essential Qualifications and Requirements

Education and Experience

- 🔥 College degree, or 3+ years experience in human service professions.
- 🔥 Human Resource Management, and/or Supervisory experience.
- 🔥 Strong written, verbal and interpersonal skills.
- 🔥 Ability to read, write, speak and understand English fluently.

Skills and Abilities

- 🔥 Sensitivity to the complexities of the lives of domestic violence survivors.
- 🔥 Utilization of effective stress-management strategies.
- 🔥 Ability to successfully adapt to rapidly changing circumstances.
- 🔥 Around-the-clock availability; schedule to change frequently in order to meet the needs of Safe Haven Shelter.
- 🔥 Organized, self-directed and motivated.
- 🔥 Must have driver's license, access to vehicle and agency-required liability insurance limits.

Desired Qualifications

- 🔥 Experience supervising collective bargaining unit employees.
- 🔥 Understanding of the principles of Trauma-Informed Advocacy.
- 🔥 Knowledge of community resources.
- 🔥 Bi-lingual.