

## Shelter Supervisor

1 year, temporary assignment

July 1, 2022- June 30, 2023

(start and end dates negotiable)

*Full Time, exempt- schedule to be determined.*

*Salary commensurate with experience.*

### Position Summary

The Shelter Supervisor is part of a two-person team dually responsible for the day-to-day operation of Safe Haven's Shelter programs and 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. This position is responsible for implementing trauma-informed advocacy and the Office of Justice Programs' best practices for victim service providing agencies in a vibrant, fast-paced setting.

### Essential Functions, Duties and Responsibilities

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

#### Shelter Staff Oversight and Support

- ✦ Provide direct supervision of Advocacy staff in all Shelter programs (crisis shelter {adult and children's program} and extended shelter).
- ✦ Check in daily during scheduled work hours with Shelter staff on duty to ensure they are successfully managing their responsibilities.
- ✦ Answer emergency phone calls outside of scheduled work hours.
- ✦ Ensure the Shelter is adequately staffed prioritizing the safety of all staff and survivors on a 24/7/365 basis with all effort made to schedule a minimum of two Shelter staff at a time whenever possible, including personally filling in on short notice for any shift that may need additional support which could include day, evening, overnights and weekends.
- ✦ Plan for and facilitate weekly Shelter staff meetings.
- ✦ Coordinate with other members of Safe Haven's Leadership Team to deliver necessary all-staff trainings on a recurring basis, as well as plan for continued staff growth and development through new learning opportunities.
- ✦ Assist Shelter 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, staff or others is at risk.
- ✦ Maintain consistent working hours and ensure an open door policy while working in private office to ensure accessibility for Shelter Advocacy staff and clients alike.
- ✦ Deliver performance evaluations for all direct reports at least annually.

#### Record Keeping and Reporting

- ✦ Provide monthly reports to the Executive Director, and all other reports as assigned.
- ✦ Monitor appropriate time keeping on an ongoing basis by Shelter staff, and approve time sheets on a biweekly basis.
- ✦ 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 facilities on an ongoing basis.

### **Facilitation of Shelter Programs**

- ✦ Develop operational procedures for survivors residing at Safe Haven using a trauma-informed, “safety first” approach.
- ✦ Maintain integrity of all Shelter programs by adhering to the requirements of funding partners and keeping apprised of best practices for trauma-informed advocacy.
- ✦ Appropriately utilize shelter bed space to its fullest capacity at all times.
- ✦ Lead monthly ‘Guest Council’ meetings for continued program quality assessment.
- ✦ Continually evaluate program satisfaction through feedback from survivors utilizing Shelter services.
- ✦ Mediate and resolve client complaints and grievances.
- ✦ Monitor and attend to the needs of shelter guests on a daily basis (ie., fulfill supply requests, dietary accommodations, grocery runs, weekly milk pick-up, monthly food order delivery coordination, stock supply closets etc.)

### **Health, Safety and Facility 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, 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.
- ✦ Instill a sense of pride and ownership of the shelter facilities among all staff
- ✦ Ensure the physical environment promotes dignity, a sense of healing and wellbeing for staff and clients alike.
- ✦ 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, Executive Director and other members of the Leadership Team.
- ✦ 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 Executive Director.

### **Human Resource Management**

- ✦ Assist all members of Safe Haven’s Leadership Team in Human Resource Management agency-wide.
- ✦ Recruit, evaluate, interview and hire qualified applicants to fulfill direct-service positions in the Shelter programs.
- ✦ In partnership with co-Supervisor, provide and maintain up-to-date on-boarding, orientation and training program that includes no fewer than twenty in-person contact training hours with all new staff.
- ✦ Unite Shelter staff around Safe Haven’s mission, core values and programmatic goals.

### **Qualifications & Competencies**

#### **Required Education and Qualifications**

- ✦ Demonstrated ability to supervise a staff comprised of minimum 20 employees.
- ✦ College degree, or 3+ years experience in human service professions.
- ✦ Human Resource Management experience.

- 🔥 Experience working with people who are:
  - managing crises.
  - from diverse racial, cultural, social, economic and LGBTQ+ backgrounds.
  - experience chronic, persistent mental illness and/or chemical dependency.
- 🔥 Strong written, verbal and interpersonal skills.
- 🔥 Ability to read, write, speak and understand English fluently.
- 🔥 Demonstrated consistency and dependability in regard to scheduled shifts and/or work hours.
- 🔥 Exercise computer skills including, but not limited to, word processing, data entry, spreadsheets and email.
- 🔥 Around-the-clock availability; schedule to change frequently in order to meet the needs of Safe Haven Shelter.
- 🔥 Valid driver's license and insurance minimums of 100,000/300,000/100,000.
- 🔥 Ability to pass a background check and Motor Vehicle Records search before hire and annually thereafter.

### **Required Competencies**

- 🔥 Impeccable ability to follow through with assigned, and/or self-directed tasks.
- 🔥 Ability to drive a vehicle safely in all conditions and circumstances.
- 🔥 Skillful at tolerating and navigating ambiguous situations effectively.
- 🔥 Ability to be warm, friendly, positive and approachable.
- 🔥 Value diversity and leverage the benefits of different perspectives.
- 🔥 Ability to physically attend to the various needs of the Shelter facility (i.e., cleaning/housekeeping, making beds, serving meals, washing dishes, lifting {up to 30lbs}, ascend/descend a flight of stairs, shoveling snow, using office equipment {computer, telephone, etc.}).

### **Desired Qualifications**

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

*Safe Haven Shelter & Resource Center does not discriminate on the basis of race, color, creed, national origin, religion, sex, affectional orientation or gender identity, political affiliation, marital status, status with respect to public assistance, disability, or age in the delivery of services or employment practices.*