

**FIRST STEP, INC.**  
**SHELTER MANAGER**  
**Position Description**

**BRIEF OVERVIEW OF POSITION:**

The Shelter Manager is responsible for providing a stable, safe, clean and home-like shelter environment for First Step clients. This position supervises all aspects of maintaining the shelter and overseeing improvements as needed and approved. The manager also: has overall responsibility for management of the shelter budget; is responsible for all client, volunteer, staff and shelter facility data collection and reporting; assists in grant writing related to the shelter; recruits, trains, supervises and preforms timely evaluations of Resident Advocates, Shelter Aides and Licensed Professional Counselor and Interns. Strict confidentiality and teamwork must be observed as it is related to client information, corporation business, executive decisions and all other personal information learned in the course of this position.

**ACCOUNTABILITY:**

Program Director, Executive Director

**SUPERVISORY RESPONSIBILITIES:**

Residential Advocates, Shelter Aides, Licensed Professional Counselor, Interns, Volunteers assigned to the shelter

**ESSENTIAL RESPONSIBILITIES:**

1. Manage, maintain, and oversee improvements to shelter facilities and grounds to ensure safe, clean conditions in full compliance with local, state and federal regulations and all grant requirements. Ensure all repairs are made in a timely way and if an expense exceeds \$500, gets prior authorization from the Executive Director.
2. Recruit, train, supervise and evaluate all shelter staff.
3. Overall responsibility for management of the shelter budget.
4. Responsible for all client, volunteer, staff and shelter facility data collection and reporting as required by supervisor and regulatory requirements.
5. Builds collaborative relationships with area residents, providers, agencies, faith based organizations, educational institutions and governmental entities to increase availability of services to clients and to promote their well-being.
6. Assists in grant writing related to the shelter.
7. Assists First Step staff in fund raising and donor relations to support the mission of First Step, Inc.
8. Assists First Step staff with increasing awareness of First Step services through marketing, social media and other forms of communication and public education.
9. Provides advocacy for victims of family violence and sexual assault in the shelter.
10. Responds to hotline calls, provide support to callers and assess the victim's need for services.
11. Ensures and documents an approved orientation for all residents with 24 hours of the resident's arrival to the shelter.

12. Ensures staff are trained in safety planning, including assessment of risk of future violence, ongoing risk assessment, development of strategies to enhance safety and information regarding the legal options available.
13. Ensures clients receive information regarding the availability of resources, information and education regarding the dynamics of family violence, sexual assault, legal options, drug and alcohol abuse, parenting, AIDS awareness, educational opportunities in employment and training.
14. Conducts initial and ongoing interviews with clients, assesses needs for services and completes all reports and intake forms.
15. Provide understanding and support including: Active listening, addressing the needs identified by the victim and building self-esteem, problem solving and recognizing that victims are responsible for their own life decisions and offenders are responsible for their violent behavior.
16. Provides crisis intervention.
17. Plans and implements residential skills groups with assistance from Resident Advocate and Program Director.
18. Responsible for reporting and scheduling needed repairs and improvements to shelter and equipment with input from the Executive Director.
19. Assigns Shelter Aides to clean and prepare rooms for new clients.
20. Schedules housekeeping duties to ensure the facility remains a clean, safe environment.
21. Maintains and requisitions office supplies as needed.
22. In conjunction with the Resident Advocate is responsible for arranging/providing client transportation including school transportation.
23. Maintains inventory of supplies such as food, linens, cleaning supplies, and hygiene supplies. Maintains documentation of supply distribution. Requisitions and/or order supplies as needed.
24. Reviews and interviews potential applicants for Shelter Aides with Program Director.
25. Responsible for new employee orientation for shelter staff.
26. Schedules and ensures 24-hour coverage of shelter by shelter aides.
27. Responds to after hour calls within a timely manner providing over the phone guidance as needed and have availability to respond to crisis at the shelter as needed. Designate in advance a professional staff member such as Resident Advocate to take after hour calls as needed.
28. Supervises shelter staff including addressing performance issues through training, in-service and/or disciplinary action.
29. Performs annual evaluations of shelter staff.
30. Schedules company automobile maintenance and keep current with preventive maintenance. Notifies Executive Director of maintenance issues with vehicles in a timely manner.
31. Monitors and schedules building equipment preventive maintenance to ensure completed to remain in compliance with city, state and federal guidelines and to equipment needs/recommendations.
32. Secures bids for repairs and submit to Executive Director for approval.
33. Participates and maintains on-call backup schedule for shelter.
34. Assists staff in organizing client meals and menus.
35. Maintains and updates the Resident Handbook as needed with input from the Executive Director.
36. Performs other duties as assigned by immediate supervisor.

**HOURS:**

40 hours per week

**EQUIPMENT USED:**

Computer and printer, fax, copying equipment, calculator, automobile, stove, microwave, vacuum cleaner, heating and cooling equipment

**QUALIFICATIONS:**

- Bachelor's Degree in human relations/social services field. A combination of education and experience may be considered.
- Demonstrated experience required in:
  - ✓ Recruiting, training, supervising and evaluating employees.
  - ✓ Client-centered social services work.
  - ✓ Facilities management.
  - ✓ Budget management.
  - ✓ Data collection, reporting and analysis.
  - ✓ Building collaborative relationships with community members.
  - ✓ Community education, marketing and outreach.
  - ✓ Donor relations.
- Must have knowledge of issues related to domestic violence and sexual assault (or willingness to learn)
- Ability to make good, independent decisions.
- Flexibility, personal integrity, and ability to lead and create an atmosphere of teamwork with others.
- Ability to maintain complete confidentiality of information in all employee and client matters.

**Start Date:** As soon as possible.

**To Apply:** Candidates must submit all of the following:

1. A cover letter. Cover letter must explain specifically, how your experience and education meet the requirements of this position.
2. Resume
3. Completed First Step, Inc. "Job Application" that can be found at:  
<http://firststep.org/>.

A complete job description for this position can be found at the website listed above. All three items above must be emailed, **"First Step Shelter Manager Position"**, to: [firststephr@yahoo.com](mailto:firststephr@yahoo.com). *No phone calls please.*

First Step, Inc. is committed to a policy of equal employment opportunity and does not discriminate in the terms, conditions, or privileges of employment on account of race, age, color, sex, national origin, physical or mental disability, or religion or otherwise as may be prohibited by federal and state law.