JOB DESCRIPTION
Shelter Supervisor

JOB TITLE: Shelter Supervisor            EFFECTIVE DATE: January 2015

PROGRAM: Victim Service

REPORTS TO: Domestic Violence Services Manager

FACILITY: Domestic Violence Shelter            CITY: Lakeland

JOB STATUS: Full Time            FLSA: Exempt

Job Summary:
To provide assistance in planning, supervision, support and motivation for professional shelter staff, shelter program participants, and Outreach Services.

General Expectations:
In the performance of their respective task and duties, all employees are expected to conform to the following:

• Adhere to all PRC policies and Code of Conduct standards and at all times exhibit all PRC’s Core Values.
• Perform quality work within deadlines with or without direct supervision.
• Interact professionally with other employees, customers and vendors.
• Work independently, while understanding the necessity for communicating and coordinating work efforts with other employees and organizations, as required.

Essential Duties/Requirements/Activities:

• Ability to arrive/report to work on time and ready to work.
• Ability to abide by principles of EEO compliance and a workplace of dignity and respect.
• Ability to work cooperatively in a group/team setting.
• Ability to show respect to others.
• Ability to take guidance and direction from supervisors.
• Ability to report to work with clean hygiene.
• Ability to adhere to company/program dress code standards.
• Ability to professionally communicate with others.
• Other:
  • Supervision of shelter advocates.
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- Use performance management process to interview, hire, and evaluate professional staff performance.
- Maintains and coaches domestic violence staff regarding organizational core competencies.
- Coordinate professional staff meetings with appropriate/required training monthly or on as needed basis to enhance knowledge/skills and a cooperative team spirit.
- Maintains empowerment based philosophy with professional staff and program participants.
- Professionally represents Victim Services and Peace River Center at all assigned meeting/trainings.
- Participate in timelines, projects, and deadlines for appropriate grants.
- Supervise statistical reporting and submission of shelter statistics in a timely manner and effective manner.
- Supervise and submit time sheets in a timely manner.
- Ensures that all decisions regarding management of the shelters are focused on maintaining safety, respect, and dignity of all who enter the program or work with program participants.
- Participate in budgeting process, monitor departmental budget, expenses.
- Proactively provides input for program development and shows positive leadership at all times.
- Must maintain confidentially of all management issues at all times.
- Ability to prioritize and successfully complete daily activities
- Maintains weekly or as needed contact with DV Services Manager to resolve management issues of the shelters and professional staff.
- Maintain flexible schedule that meets program needs. Respond to cell phone, provided, when called.
- Be willing to drive agency vehicles and personal vehicle on job related business, as needed or assigned. See detailed requirements below under transportation.
- If bi-lingual and as needed, respond to hotline calls, program participants as well as other victims who use our services, maintain outreach group for bi-lingual victims of crime, meets with program participants upon request, and manages Hispanic caseload when required
- This position may be assigned additional “position duties” by a supervisor, other than those listed as is consistent with business necessity.

Qualifications:
- Must meet the DCF state-mandated background and screening requirements.

Education:
- High School Degree, GED, or College Degree in Human Services or relevant field or equivalent life experiences.
Experience:
- Minimum of two years of experience with domestic violence/sexual violence victims preferred.
- Supervisory experience preferred.

Certifications:
- None

Training:
- 30 hours FCADV Core Competency training (provided)
- 30 hours FCASV ACT training (provided)
- Other annual trainings as required by PRC, FCADV & FCASV.

Knowledge and Skills:
- Bi-lingual preferred.
- Excellent written and verbal communication skills.
- Excellent organizational skills.
- Proficiency with Microsoft Office software package.
- Ability to self-motivate and self-start.
- Demonstrate the ability to climb stairs and lift at least 50 lbs.
- Demonstrated teambuilding skills.
- Demonstrated planning skills.
- History of regular work attendance.
- Working knowledge of community resources, especially in areas of housing, training and employment.

Safety Equipment
- Universal Precautions
- Comply with Occupational Safety and Health Administration (OSHA) rules and regulations
- Life Safety Equipment (fire extinguisher)

Transportation:
- Must have reliable transportation.
- Will drive a PRC vehicle:
  - Must be 25 years of age with a FL driver’s license and clean driving record.
Machines, Tool and Equipment Used:
- Computer, telephone, fax, copier

Supervisory Relationship(s)
- Reports to Domestic Violence Services Manager
- Supervises:
  - Shelter DV Advocates
- Meets individually with DV Services Manager on a bi-weekly basis to manage program needs and evaluate any training needs or issues of professional staff.
- Meets individually with supervisees on a bi-weekly basis to manage program needs and evaluate any training needs or issues of professional staff.

Work Environment:
Exposure to adverse working conditions due to people who may be mentally ill, who may be psychotic, who may present some exposure to communicable diseases, be verbally abusive or present a threat of violence.
- Office Environment (80)
- Field (15)
- Community (5)

Limitations and Disclaimer:
I have read and understand this job description and hereby certify that I am qualified to perform this position and can perform the essential functions of this position, with or without a reasonable accommodation. Please list any requested accommodation below if an accommodation is necessary to perform the essential function of this position.

____________________________  ____________________  ______
Name (please print)  Signature  Date

Accommodation requested (if applicable)

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