SHELTER SUPERVISOR

Monday through Friday, 3:15 p.m. – 11:45 p.m. with the flexibility to work other hours as needed
Participation in a rotating weekend coverage schedule is required

Willow is a dynamic and collaborative work environment comprised of dedicated and supportive professionals who care about making our community a better place. Every day we have an impact on the lives of families. Join our team to help fulfill our vision of a community free from domestic violence, where healthy relationships thrive.

JOB SUMMARY

The Shelter Supervisor is a key member of the Willow Domestic Violence Center Team and is responsible for managing the daily operations of a 40 bed emergency shelter for survivors of domestic violence. The ideal candidate will have excellent communication skills and must be able to resolve problems, handle conflicts, be adaptable and flexible and make effective decisions under pressure.

ESSENTIAL DUTIES AND RESPONSIBILITIES

TEAM MANAGEMENT
- Oversees shelter programming, milieu management and hotline services, under the direction of the Shelter Manager.
- Responsible for implementing agency policies and procedures.
- Provides ongoing coaching, counseling and training to direct reports including written performance appraisals.
- Works in collaboration with the Director of Human Resources and other members of the residential team to screen and interview for residential positions as necessary.
- Provides direction and supervision to counselors and volunteers.
- Facilitates monthly staff meetings and weekly TCM meetings team meetings.
- Develops, facilitates, supervises and evaluates residential groups in collaboration with Shelter Manager.
- Communicates with Department of Social Services for emergency housing, eligibility, extensions and fair hearings.
- Facilitates orientation and training for residential staff.
- Is present to oversee a minimum of two overnight shift changes each week.
- Ensures effective trauma informed best practices are being used by shelter staff.

DOCUMENTATION AND REPORTING
- Completes weekly staff schedule to ensure proper coverage for shelter services.
- Schedule is completed and posted no later than two weeks prior to the beginning of the work week.
- Gather, interpret and report information as required.
- Ensure that all staff are fully trained and appropriately utilizing program software and data tracking systems.
- Monitors data tracking and reporting by staff to ensure complete, up-to-date and correct reporting.

OTHER DUTIES AS ASSIGNED
- Provides counseling, advocacy and intervention to residents and hotline callers using a trauma informed approach.
- Provides on-call coverage for the shelter.
- Attends and participates in pertinent agency meetings and trainings.
- Maintains confidentiality and completes all job responsibilities in an ethical and culturally competent manner.
- Other duties as assigned.

QUALIFICATIONS
- Associate’s degree in Human Services; Bachelor’s in Social Work preferred or an equivalent combination of education and experience.
- A minimum of three years of work experience, preferably in a residential setting with a minimum of two years supervisory experience.
- Excellent communication skills (verbal and written) are required.
- Strong organizational skills are necessary.
- Must be adaptable and flexible.
- Understanding, influencing and serving others are important attributes in this position.
- The ability to display a high degree of professionalism while keeping difficult situations in proper perspective is essential.
- Valid New York State Driver’s License not in jeopardy of being revoked.

WORK SCHEDULE

Monday through Friday, 3:15 p.m. – 11:45 p.m. with the flexibility to work other hours as needed
Participation in a rotating weekend coverage schedule is required

COMPENSATION

Starting salary is commensurate with experience

HOW TO APPLY

Submit cover letter, resume and salary requirement by mail, email or fax:
*Mail: P.O. Box 39601, Rochester, NY 14604  *Email: HR@willowcenterny.org  *Fax: 585.232.3501
Be sure to indicate which position you are applying for in the subject line.
No phone calls please.

We offer a generous benefits package including health and dental insurance, paid time off, pension plan and 401k.

Willow Domestic Violence Center is an Equal Opportunity Employer